

# REQUEST FOR PROPOSAL (RFP) DOCUMENT

## APPLICATION SOFTWARE FOR PROCUREMENT AND INVENTORY MANAGEMENT (EXTENDABLE TO HR & FINANCE MODULES)

MARCH 2024



To automate the Procurement & Inventory activities of the Institute through an Application Software based on existing Govt. of India Rules and Regulations.



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

## **Disclaimer**

1. This RFP is issued by Indian Institute of Astrophysics, Bangalore-560034 hereinafter referred to as “IIA” which is an autonomous body under Department of Science & Technology (DST), Government of India (GoI).
2. The purpose of this RFP is to provide the interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by IIA, in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require.
3. Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Neither IIA, nor its employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions, negligence or otherwise, relating to the proposed Application Software Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.
4. This RFP may not be appropriate for all persons, and it is not possible for IIA, its employees or advisers to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP.
5. The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of IIA. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Application Software Project, the regulatory regime which applies thereto and by and all matters pertinent to this Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project. IIA shall not be responsible for any direct or indirect use or damage arising out of or for use of any content of the RFP in any manner whatsoever. IIA will also not entertain any claim for the expenses in relation to all these, including preparation of Bid submissions by the bidders.
6. The RFP does not address concerns relating to diverse investment objectives, financial situation and particular needs of any party, This RFP is not intended to provide the basis for any investment decision and each Bidder must make its/their own independent assessment in respect of various aspects of the techno-economic feasibilities of the project. No person has been authorized by IIA to give any information or to make any representation not contained in the RFP.
7. This RFP is not a Successful Bidder agreement and is not an offer or invitation by IIA to the prospective Bidders or any other party/person. The terms on which the project is to be



Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

---

developed and the right of the successful bidder shall be asset out in separate agreements contained herein. IIA reserves the right to reject all or any of the proposals of any Bidder, without assigning any reason whatsoever.

8. IIA may terminate the bid process at any time and without assigning any reason and makes no commitments; expressed or implied, that this process will result in a business transaction with anyone.



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

## Invitation for online bids (e-tender) in two bids systems, for implementation of Web-based Application Software

Tender Ref. No: RFT/COMP/178/23-24

Date: 25-03-2024

Indian Institute of Astrophysics Bangalore invites online bids (e-tender) in two bids systems, for implementation of Web-based Application Software to automate Procurement & Inventory activities/ functions extendable to HR & Finance modules covering the entire Institute. The bidder should be a company Registered in India under the Companies Act, 1956 with a registered office and operations in India.

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <https://eprocure.gov.in/epublish/app> (OR) Our Institute website- <https://www.iiap.res.in/?q=tendersdisplay>

The bid is to be submitted online only through the E-procurement portal of <https://eprocure.gov.in> (CPP Portal) up to the last date and time of submission of tender.

No manual bids will be accepted. All quotation (both Technical and Financial) should be submitted online through E-procurement portal of <https://eprocure.gov.in/>

Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support - Phone Number +91 0120-4711 508, +91 0120-4200462, +91 0120-4001002, +91 0120-4001005 and E-Mail : [support-eproc@iiap.res.in](mailto:support-eproc@iiap.res.in)



## **TABLE OF CONTENTS**

<b>Chapter - 0: INSTRUCTIONS FOR ONLINE BID SUBMISSION</b>	
0.1 GUIDELINES FOR REGISTRATION	12
0.3 PREPARATION OF BIDS	12
0.4 SUBMISSION OF BIDS	13

### **VOLUME - I**

<b>CHAPTER - 1: INVITATION FOR TENDER OFFERS</b>	
1.0. ABOUT INDIAN INSTITUTE OF ASTROPHYSICS	16
1.1. PURPOSE OF THIS DOCUMENT	17
1.2. DATE & TIME SCHEDULE	17
1.3. AVAILABILITY OF TENDER	18
1.4. ELIGIBILITY CRITERIA	18
1.4.1 ELIGIBILITY CRITERIA/ PRE-QUALIFICATION FOR BIDDERS	18
TABLE 1.2: PRE-QUALIFICATION PARAMETERS AND SUPPORTING DOCUMENTS REQUIRED	19
1.5. TECHNICAL BID	20
1.5.1 DOCUMENT 1 'A'	20
1.5.2 DOCUMENT 1 'B'	20
1.5.3. BID SECURING DECLARATION	20
1.6. DOCUMENT 2 - "PRICE BID"	21
1.7. CLARIFICATIONS ON RFP	21
1.8. TECHNICAL EVALUATION COMMITTEE	21
1.9. BID OPENING AND EVALUATION PROCESS	22



1.9.1 BID EVALUATION	22
1.9.2 TECHNICAL EVALUATION PROCESS	23
TABLE 1.3: TECHNICAL SCORING POINTS	27
1.9.3 COMMERCIAL EVALUATION	28
1.9.4 AWARD CRITERIA	29
1.10. ACCEPTANCE/REJECTION OF BIDS	30
1.11. COST OF BIDDING AND AWARD OF CONTRACT	31
1.12. SIGNING OF AGREEMENT	31
1.12.1 DISCHARGE OF BID SECURING DECLARATION	31
1.12.2 ANNOUNCEMENT OF AWARD OF BID	31
1.13. EXPENSES FOR THE BID/ AGREEMENT	31
1.14. FAILURE TO ABIDE BY THE TERMS AND CONDITIONS	31
1.15. BID VALIDITY	32
1.16. FRAUD AND CORRUPTION	32
1.17. INTERPRETATION OF THE CLAUSES IN THE TENDER DOCUMENT/ CONTRACT DOCUMENT	32
1.18. LEGAL COMPLIANCE	32
1.19. RIGHT TO ACCEPT OR REJECT THE BIDS	33
<b>CHAPTER - 2: TERMS AND CONDITIONS</b>	
2.0. TERMS & CONDITIONS	34
2.1. STANDARDS	34
2.2. LANGUAGE	34
2.3. PERFORMANCE SECURITY	34
2.4. ROLL-OUT OF SPECIFIC MODULES	34
2.5. SOURCE CODE, LICENSING AND IP RIGHTS OF APPLICATION SOFTWARE	35
2.6. THIRD PARTY PRODUCT AND LICENSING	35



Indian Institute of Astrophysics

Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

2.7. MODE OF PAYMENT	35
2.8. AUTHORISED SIGNATORY	35
2.9 CONTRACT PERIOD	35
2.10 RESPONSIBILITIES OF SUCCESSFUL BIDDER	36
2.11 PERSONNEL of SUCCESSFUL BIDDER	36
2.12 PROVISIONAL ACCEPTANCE CERTIFICATE	36
2.13 FINAL ACCEPTANCE CERTIFICATE(FAC)	36
2.14 TERMINATION OF CONTRACT	36
2.15 APPLICABLE LAWS & JURISDICTIONS	37
2.16 RESOLUTION OF DISPUTES & ARBITRATION	37
2.17. LIQUIDATED DAMAGES	38
2.18. DELAYS IN BIDDER'S PERFORMANCE	38
2.19. CONFIDENTIALITY	39
2.20. ADHERENCE TO TERMS & CONDITIONS	39
2.21. INDEMNITY	39
2.22. OWNERSHIP OF DOCUMENTS	40
2.23. CONFLICT OF INTEREST	40
2.24. EXIT MANAGEMENT	40
2.25. SERVICE LEVEL AGREEMENTS	40
2.25.1 SERVICE LEVEL AGREEMENT	40
2.25.2 AVAILABILITY PERFORMANCE STANDARD	41
2.25.3 LIQUIDATED DAMAGE STRUCTURE	41
2.25.4 SERVICE LEVELS FOR WARRANTY SUPPORT AND APPLICATION MAINTENANCE & ENHANCEMENT SERVICES (AMES)	42
2.26 PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA), ORDER 2017	43
<b>CHAPTER - 3: PAYMENT TERMS &amp; SCHEDULE</b>	<b>45</b>



## **VOLUME – II**

### **CHAPTER - 1: TECHNICAL REQUIREMENTS**

1.1	GENERAL REQUIREMENT	47
1.2	SOFTWARE LICENSES	47
1.3	APPLICATION SOFTWARE IMPLEMENTATION	47
1.4	OPERATIONS AND MAINTENANCE	47
1.5	PROJECT MANAGEMENT	48
1.6	SOLUTION ASSURANCE BY QUALITY REVIEW GROUP	50
1.7	OVERVIEW TRAINING	50

### **CHAPTER 2: TECHNICAL SCOPE FOR APPLICATION SOFTWARE**

2.1	INTRODUCTION	51
2.2	KEY TECHNICAL FEATURES	51
2.3	IMPLEMENTATION APPROACH	52
2.4.	TIMELINES OF APPLICATION SOFTWARE IMPLEMENTATION	52
2.5	MODULES FOR FUNCTIONAL IMPLEMENTATION	53
2.6	SCHEDULE OF REQUIREMENTS	53
2.7	CHANGE MANAGEMENT	53





2.8	IIA RESPONSIBILITY FOR DATA MIGRATION	54
2.9	DATA MAPPING AND CLEANSING	54
2.10	REQUIREMENT OF DATA MIGRATION	54
2.11	OTHER ACTIVITIES TO BE COMPLETED BEFORE GO-LIVE	55
2.12	POST GO-LIVE STABILISATION SUPPORT	55
2.13	SYSTEM AND SOLUTION DOCUMENTATION	56
2.14	SYSTEM PERFORMANCE GUARANTEE	57
2.15	SYSTEM PERFORMANCE REQUIREMENTS	57
2.15.1	PERFORMANCE CRITERIA	57
TABLE 2.1	RESPONSE TIME PERFORMANCE CRITERIA	57
2.16	OPERATIONS AND MAINTENANCE	58
TABLE 2.2:	OPERATION & MAINTENANCE DURATION SCHEDULE	58
2.17	MAINTENANCE SUPPORT	58
TABLE 2.3	CATEGORIZATION OF INCIDENTS	60
TABLE 2.4	CATEGORIZATION OF CONFIGURATION CHANGES	61
2.18	DEVELOPMENT CHANGE REQUESTS	61
2.19	SOLUTION ARCHITECTURE	62
2.20	OVERALL SECURITY, CONFIDENTIALITY AND PERFORMANCE	64
2.21	PROJECT DELIVERABLES & TIMELINES	64
<b>CHAPTER 3:</b>	<b>DETAILED SCOPE OF WORK</b>	<b>66</b>
3.1	PROCUREMENT MODULE	66
3.2	INVENTORY MANAGEMENT MODULE	81



<b>CHAPTER 4: FUNCTIONAL REQUIREMENT SERVICES (FRS)</b>	
4.1 FUNCTIONAL REQUIREMENT OF STORES & PURCHASE MODULE	89
4.2 INTER-LINKED AND COMMON FUNCTIONAL REQUIREMENTS	103
4.3 OTHER TECHNICAL FUNCTIONAL REQUIREMENTS	106

## **ANNEXURES**

<b>ANNEXURES</b>	
ANNEXURE I - PRE-BID QUERIES FORMAT	112
ANNEXURE II - PROFILE OF THE BIDDER	113
ANNEXURE III - POWER OF ATTORNEY FORMAT	115
ANNEXURE IV - FINANCIAL INFORMATION	117
ANNEXURE V – PAST EXPERIENCE OF THE BIDDER	118
ANNEXURE VI – DECLARATION ON DEBARMENT / BLACKLISTING	120
ANNEXURE VII - CERTIFICATE OF CONFORMITY/ NO DEVIATION	121
ANNEXURE VIII - DECLARATION OF ACCEPTANCE OF TERMS & CONDITIONS IN THE RFP	122
ANNEXURE IX - FORMAT FOR PROPOSED PROJECT TEAM	123
ANNEXURE X - MANUFACTURER'S AUTHORIZATION FORM	125
ANNEXURE XI - PRICE FORM	126
ANNEXURE XII – BID SECURING DECLARATION FORM	128
ANNEXURE XIII - DECLARATION FOR LOCAL CONTENT	130
ANNEXURE XIV – CHECKLIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL BID	131
ANNEXURE XV - FORMAT FOR NON-DISCLOSURE AGREEMENT	133
ANNEXURE XVI – PRICE FORM FOR HRMS & FINANCE MODULES	138



## **GLOSSARY**

AMES	Application Maintenance & Enhancement Services
BG	Bank Guarantee
BSD	Bid Security Declaration
CPP	Central Public Procurement
CRP	Conference Room Pilot
EMD	Earnest Money Deposit
Eoi	Express of Interest
FAC	Final Acceptance Certificate
FRS	Functional Requirements Specifications
GeM	Government e-Marketplace
IIA	Indian Institute of Astrophysics
MoM	Minutes of Meeting
PAC	Proprietary Article Certificate
PBG	Performance Bank Guarantee
PO	Purchase Order
RFP	Request for Proposal
SO	Service Order
SOP	Standard Operating Procedures
UAT	User Acceptance Test
WO	Work Order



## **Chapter-0: INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <https://eprocure.gov.in/epublish/app> OR Institute website- <https://www.iiap.res.in/?q=tendersdisplay>

The bidders are required to submit soft copies of their bids electronically on the <https://eprocure.gov.in/eprocure/app> using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, preparing their bids in accordance with the requirements and submitting their bids online.

More information useful for submitting online bids may be obtained at <https://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>

### **GUIDELINES FOR REGISTRATION**

1. Bidders are required to enrol on the e-Procurement Portal by clicking on “Online Bidder Enrolment” on the e-tender Portal (<https://eprocure.gov.in/eprocure/app>) and follow the guidelines.

### **SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have successfully logged into the portal, they can search for any active tenders/ bids. They can participate in the active bids by clicking on the appropriate links.

### **PREPARATION OF BIDS**

1. Bidders should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Each bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the



scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST Certificate, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.

5. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

## **SUBMISSION OF BIDS**

1. Bidders should login to the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidders will be responsible for any delay due to other issues.

2. The bidder has to digitally verify and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by IIA Bangalore.

3. Bidder has to upload the duly filled Bid Declaration Form as in Annexure as EMD. In case of non-receipt of Bid Declaration, the uploaded bid will be summarily rejected.

4. Bidders are requested to note that they should necessarily submit their financial bids in the format provided on the e-procurement portal and no other format / document is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

5. 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.

6. The uploaded tender documents become readable only after the tender opening by the authorised bid openers.

7. Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal <https://eprocure.gov.in/eprocure/app>), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time



Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

of submission of the bid with all other relevant details.

8. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

9. **For any clarification in using <https://eprocure.gov.in/>** please go through all the documents in the following link:

<https://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>

10. Bidders are also required to be registered as a seller on Government e Marketplace (GeM) portal, in order to participate in the tender on e-Procurement Portal.

11. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

# **VOLUME - I**

# **Bidding Instructions and General Terms & Conditions**



## **CHAPTER-1: INVITATION FOR TENDER OFFERS**

Indian Institute of Astrophysics invites online bids (e-tender) in two bids systems, from Indian Origin Software Companies/ Application Software Implementing Agencies.

### **Request for Proposal (RFP) Structure**

Contents of this RFP have been documented as a set of two volumes explained below.

### **Volume I: Bidding Instructions and General Terms & Conditions**

Volume I of RFP intends to mention all the information that may be required by the potential bidders to understand the evaluation criteria, commercial terms, bid process details, etc. to thereby participate in the bid process for implementation of Application Software and Web based Application Software -like solutions at IIA.

### **Volume II: Technical and Functional Requirements, and Scope of Work**

Volume II of RFP intends to highlight all the details with respect to functional and technical requirements of the Application Software solution along with the necessary scope of work for implementing the solution that IIA deems necessary to share with the potential bidders.

## **1.0 ABOUT INDIAN INSTITUTE OF ASTROPHYSICS**

Indian Institute of Astrophysics is a premier institute devoted to research in astronomy, astrophysics and related physics. Funded by the Department of Science and Technology, the Institute ranks as a premier institution devoted to research and education of astronomy and physics in the country. The main observing facilities of the Institute are located at Kodaikanal, Kavalur, Gauribidanur and Hanle.

IIA has currently Academic, Technical and Administrative Departments and also handles many Projects. Student Programmes and Training Activities Student programmes at the institute are implemented by the Board of Graduate Studies (BGS). The Ph.D. programme in collaboration with Pondicherry University in Puducherry, and the Integrated M.Tech. - Ph.D. programmes in collaboration with the University of Calcutta in Kolkata are the major academic endeavours of IIA. Apart from these, the institute also trains students through short term programs such as the Visiting Students Program, the Summer School and the Summer Project Program.





IIA Bangalore has a very vibrant research culture with many Grant-in-Aid projects and labs. It may be noted that the number of Departments and students may vary from time to time.

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

- a. IIA is a growing organisation.
- b. The number of students, faculty, staff, students, research/project staff, research projects, etc is continuing to grow.
- c. The number of Departments, Sections, Divisions and programmes offered will also continue to grow.
- d. The proposed Application Software should facilitate the smooth creation of new Departments/Sections/Divisions etc. and also should enable smooth functioning, integration and coordination of all units of IIA.
- e. The bidder should either port data from the existing systems or integrate them to the Application Software to be deployed.

### 1.1 PURPOSE OF THIS DOCUMENT

This document contains Bidding Terms and Conditions. This document is to provide information that may be required by the potential bidders to understand the evaluation criteria, commercial terms, bid process details, etc to thereby participate in the bid process for implementation of an End-to-End Web- based Application Software for Procurement & Inventory Management extendable to HR & Finance modules for IIA which can be accessed by all the department and section users.

The Bidders are requested to give detailed tender in two bids i.e.,

- a. **Part-I: Technical Bid**
- b. **Part-II: Commercial Bid**

### 1.2 DATE & TIME SCHEDULE

The timelines for the tender will be as per Table 1.1.

<b>Table 1.1: <u>DATE AND TIME SCHEDULE REGARDING THE TENDER PROCESS</u></b>			
<b>Sr. No</b>	<b>Particulars</b>	<b>Date</b>	<b>Time</b>
1	Date of Online Publication/Download of Tender	25 Mar 2024	1600 hrs
2	Last Date for Sending Pre-Bid Queries	08 Apr 2024	1700 hrs
3	Pre-Bid Meeting	15 Apr 2024	1530 hrs
4	Upload of Pre-Bid Clarifications/Corrigendum, if any	22 Apr 2024	1700 hrs
5	Bid Submission Start Date	23 Apr 2024	0900 hrs
6	Bid Submission Close Date	15 May 2024	1700 hrs
7	Opening of Technical Bids	17 May 2024	1100 hrs



### **1.3 AVAILABILITY OF TENDER**

The Tender Document can be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> OR Institute website- <https://www.iiap.res.in/?q=tendersdisplay>

### **1.4 ELIGIBILITY CRITERIA**

**The following are the Pre-Qualification criteria:**

#### **1.4.1 Eligibility Criteria/ Pre-Qualification for Bidders**

a. The Bidding firm (Prime Bidder) can form a consortium of a maximum of two members for supply of Application Software to automate Procurement & Inventory functions of IIA. Out of the consortium members, the Prime Bidder should be responsible and contact point for Supply, Installation & Commissioning of the software solution including the delivery of services as per this RFP. The Prime Bidder is responsible for total completion of the project and shall be the contact point during the execution of the Project.

b. The bidder(s) must fulfil the following pre-qualification conditions. Technical bids of bidders fulfilling the following pre-qualification conditions will only be evaluated by the duly constituted Technical Evaluation Committee. Bids not fulfilling the pre-qualification conditions given below will be rejected.

c. Pre-qualification Criteria for Bidders (Refer Table 1.2)



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

**Table 1.2: PRE-QUALIFICATION PARAMETERS AND SUPPORTING DOCUMENTS REQUIRED**

Criteria	Pre-Qualification Parameters	Documentary Evidence to be attached
Make In India	Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023	Self-Certification in this regard to be submitted in the Technical Bid in the prescribed format as per Annexure XIII.
Company profile of the Bidder	1. The bidder must have average annual turnover of at least Rs.30 Lakhs for the last three completed financial years and should be a profit-making concern for the last three completed financial years.	1. Copies of printed and Audited balance sheets and P&L to be attached for the last three completed financial years (20-21 to 22-23)
	2. The bidder should be a registered company in India as per Company Act, 1956 of India.	2. Certificate of Incorporation from Registrar of Companies (ROC)
	3. Must have its own development and support Centres in India.	3. Certificate from OEM for development and Support Centre details in India
	Relaxation in Past Experience and Annual Turnover to start-ups and Micro & Small Enterprises (MSEs) as per norms, subject to meeting quality and technical specifications.	Any bidder seeking relaxation under Start-up / MSE policy/ Scheme of Gol must enclose all relevant documents/ certificates etc in the Technical Bid for claiming such benefits.
Experience in Application Software Implementation	1. Should have successfully implemented and supported at least 5 similar* Application Software during the last 10 completed financial years each involving Application Software Implementations or e-governance projects of similar nature on Windows/ Linux/ Unix platform in any reputed organisation or Govt. Dept. (Central/State)/CPSU/PSU/State Govt. Enterprise) as on the date of submission of Bid.	Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.
	<i>* Similar indicates implementation of all the following modules:</i> a. <i>Purchase /Procurement</i> b. <i>Material Management / Stores / Asset Management,</i> c. <i>HRMS / Personnel</i> d. <i>Accounts / Finance</i>	
	<b>Out of 5 Application Software contracts implemented and supported:</b>	
	At least one contract of value not less than Rs.24 Lakhs, OR	
Two projects of value not less than Rs. 15 Lakhs each, OR		
Three projects of value not less than 12 Lakhs each		



## 1.5 TECHNICAL BID

Bidders are required to submit their Technical Bid in two (2) parts in separate documents, as under.

### 1.5.1 DOCUMENT 1‘A’

Documents as per Eligibility Criteria in 1.4.1(c) are to be submitted.

### 1.5.2 DOCUMENT 1‘B’

**DOCUMENT 1‘B’ will be opened only on compliance to each of the Eligibility and Pre-Qualification Criteria as per 1.4.1 (c) submitted in DOCUMENT 1‘A’.**

The DOCUMENT 1‘B’ shall have the following documents:

- a. Compliance to every clause of Functional and Technical Specifications of the solution, ensuring strict conformity in every respect, in order to avoid ambiguity.
- b. Compliance to Project Timelines and Payment Milestones
- c. Technical documentation that includes:
  - (i) Technical solution being offered providing information, architecture and performance details, etc.
  - (ii) Product brochure/ Technical Specifications/ Data Sheets for the solution being offered.
- d. Response and supporting documents against Technical Evaluation Criteria given in Section 1.9.2 i.e., Parts A to E.
- e. Details about Post Implementation warranty and AMES support.
- f. Compliance to Terms & Conditions & duly filled in Annexure forms to be submitted as per Annexures to this RFP.

### 1.5.3 BID SECURITY DECLARATION

The Bidders are required to sign a Bid Security Declaration as per **Annexure XII** accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract or submit a Performance Security, they will be suspended for the period of 2 years.

If during scrutiny, it is found that Bid Security Declaration is not annexed, then that bid is liable to



be rejected as “not- accompanying Bid Securing Declaration”. Therefore, Bidders should ensure submission of all the supporting documents along with Document 1’B’, while submitting their bids.

**Note:** If in the view of bidder, any exemption / relaxation is/are applicable to them from any of the eligibility requirements, under any Rules /Guidelines/ Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/Guidelines/ Directives with a copy of such notification. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of their claim. The relevant and valid certificates in support of claim of exemption must be submitted along with the Technical Bid.

Bids submitted without Bid Security Declaration or relevant Certificates for exemption will stand rejected. No correspondence in this regard shall be entertained.

## **1.6 DOCUMENT 2- “PRICE BID”**

The Price Bid shall consist of the price quoted for the item mentioned in the Annexure XI & Annexure XVI. The following key points are to be considered while submitting the commercial bids:

- a. All prices are to be quoted in Indian Rupees only.
- b. Price bid shall indicate per Unit prices and applicable Taxes separately.
- c. Quoted prices should be inclusive of charges for all activities in scope of work, all types of required support, licenses, upgrades, accessories, tools, utilities, patches required for full functionality of the proposed application software.
- d. Additionally, the quoted prices should also be for Annual Maintenance & Enhancement Support (AMES) for the period of five (05) years. (This will also be considered for arriving at L-1 status though the Ordering will be after the initial warranty period is over with a payment term of Half yearly in advance on year on year basis at the discretion of IIA.)

## **1.7 CLARIFICATIONS ON RFP**

Queries/ Clarifications Technical, Financial or Commercial, if any, that may arise should be referred by the bidders by e-mail as per the format at ANNEXURE I to [purchase@iiap.res.in](mailto:purchase@iiap.res.in). Pre-Bid Meeting will be conducted as per the date of schedule. The Video Conferencing link for the same will be mailed to all the bidders who have sent the pre-bid queries. The Bidders who wish to attend the Pre-Bid Meeting, may forward their request for attending the meeting. The link/invitation for attending the meeting will be forwarded to them accordingly. The clarifications will be uploaded to the IIA Bangalore website only. All the queries and responses arrived at will form a part of the RFP.

## **1.8 TECHNICAL EVALUATION COMMITTEE (TEC)**

1.8.1 On the due date the technical bids of pre-qualified bidders will be opened and referred to a



duly constituted Technical Evaluation Committee.

1.8.2 The technical evaluation will be an assessment of the Technical Bid. IIA Bangalore representatives will proceed through a detailed evaluation of the Technical Bids in order to determine whether they are substantially responsive to the requirements set forth in the tender. In order to reach such a determination, IIA Bangalore will examine the information supplied by the BIDDERS, and shall evaluate the same as per the specifications mentioned in this tender. The recommendation of the technical evaluation committee (TEC) is the final and binding on all the parties.

1.8.3 The TEC will examine all the technical aspects of the bids received. Further, the TEC may seek additional information and also call for detailed technical presentations from the BIDDERS.

1.8.4 The information received, presentations and demos given by the BIDDERS and the bids already submitted together will be examined with reference to the tendered specifications and the technical evaluation criteria given in the RFP by the Technical Evaluation Committee for arriving at the list of technically responsive bids. The recommendation of the technical evaluation committee is final and binding on all the parties.

1.8.5 In the event of seeking any clarification from various BIDDERS by IIA Bangalore, the BIDDERS are required to furnish only technical clarifications that are asked for. No amendment to commercial bid will be entertained at that stage. In case if a BIDDER fails to quote for a particular item, it amounts to non-compliance and hence such bid will not be considered for further evaluation. Further during this process if any BIDDER indicates the price during the clarification such bids also will not be considered for further evaluation.

## **1.9 BID OPENING AND EVALUATION PROCESS**

- a. Technical Bids will be opened as per the Date Schedule & Time.
- b. Price Bids of the eligible bidders will be opened on a later date. A notification about the same will be sent to the Bidders.
- c. Bids would be summarily rejected, if tender is submitted other than through the online portal. The Bid is to be submitted within the stipulated date / time.

### **1.9.1 BID EVALUATION**

- a. The evaluation of bids will be a two-stage process.
  - (i) Technical Bid evaluation
  - (ii) Financial Bid Evaluation
- b. IIA will determine whether each bid is complete, and is substantially responsive to the Bidding Documents. For the purposes of this determination, a substantially responsive bid is one that conforms to all the Specifications, Scope of Work, Eligibility Criteria and Terms & Conditions of the Tender document.



c. Technical Bids which strictly contain all of the following shall undergo a Technical Evaluation:

- (i) Compliance to every criterion of the Eligibility and Pre-Qualification Criteria along with Documentary proof
- (ii) Compliance to every clause of the Scope of work
- (iii) Compliance to Functional & Technical Requirement Specifications of this RFP
- (iv) Brief about Technical solution offered, Technical documentation, Data sheets, etc.
- (v) Compliance to Project Timelines and Payment Milestones
- (vi) Post-Implementation Application Maintenance and Enhancement Service (AMES) details
- (vii) Compliance to Terms & Conditions of this RFP

d. During evaluation of the bids, IIA may at its discretion, ask the Bidder for clarification regarding its bid. The bidder has to submit the clarification as desired by IIA. The request for clarification and the response shall be in writing and no change in Price of the bid shall be sought, offered or permitted. All clarifications should be submitted within the time stipulated by IIA. Clarifications/ replies received will be part of the bid document. IIA has the right to accept or reject the clarifications provided by the Bidder.

e. IIA requires the Bidder to make a presentation of the proposed Application Software and may ask for site visits of such clients of the bidders where a similar kind of solution has been implemented.

f. Such Technical Bids, that are found suitable after thorough evaluation of the details furnished as per above given list, shall be declared as **Technically Acceptable for further evaluation by opening their respective Price bids.**

g. **Financial Bids of only those Bidders who have been found suitable by TEC will be opened.** The bidder(s) whose bid is the lowest including Annual Maintenance and Enhancement Services (AMES) Charges and other allied charges including Taxes, Levies & Duties will be considered as successful bidder(s) and a contract will be awarded. The sole discretion to select the L1 Bidder will be with the Director, IIA.

## 1.9.2 TECHNICAL EVALUATION PROCESS

The evaluation of the technical bids will be carried out as per the Technical Evaluation Criteria given below.



Technical evaluation is broken down into 6 Parts i.e., A, B, C, D, E & F. The bidder has to give a technical presentation covering Parts A to E and a demo covering modules mentioned in Part F as per the tender schedule to the Technical Evaluation Committee. The Technical Evaluation Committee's decision shall be final and binding on all the parties.

**Part A – Technical evaluation related to Bidder's Profile and Related Experience**

**Evaluation Attributes**

Number of years of operations in relevant domain, Annual revenue in India over the past 5 years, *Relevant qualification and experience of the team including details of the project and team manager and escalation matrix.*

*For each of the attributes listed above, the bidder has to furnish necessary supporting document(s), similar to the documents submitted against the pre-qualification criteria (refer Table 1.2). Further, the bidder has to submit a document titled **Response-To-Part-A-of-Technical-Evaluation.PDF** which should contain details like name of each attribute, a summary of the response, names of the supporting documents submitted, etc.*

**PART B – Technical evaluation of Project Plan and Implementation Methodology given by the bidder for the proposed Application Software**

**Evaluation Attributes**

Proposed Project Plan, Business Design, Implementation Approach and Methodology, Identified Project Risks & Mitigation Strategies, Detailed timelines of project execution, Training Plan for various stakeholders and users of Application Software systems, Change Management, Process for creation of Documentation (with special attention to version control and change tracking feature with access control)/ Help Manuals and their updating from time-to-time, Proposed Escalation Matrix to address tickets raised and for adhering to SLAs.

*For each of the attributes listed above, the bidder has to provide a detailed response. A document titled **Response-To-Part-B-of-Technical-Evaluation.PDF** which should contain details like name of each attribute, a summary of the response, names of the supporting documents providing the complete information, etc.*

**Part C - Functional evaluation related to response to the functional requirements specifications (FRS) in Volume-II**

**Evaluation Attributes**

Extent of Direct fit of FRSs of various modules given in Volume-II through the standard Application Software of the bidder, Extent of fitment of FRSs through Future Releases of Application Software of the bidder, Extent of Third Party offerings used as part of the integrated Application Software proposed by the bidder for meeting FRSs of various modules, Extent & complexity of customizations needed for the standard Application Software of the bidder for meeting FRSs or no solution available





at all for the specific FRSs and the bidder has to develop them from scratch

*The bidder shall be provided five options to map the Institute's FRSs at the granularity of module or submodule given in Volume-II as per their Application Software capability (viz, **Direct fit through Standard Application Software, Future Releases of Standard Application Software, Third Party offering used as a part of the integrated Application Software, Customization to Application Software and No Solution Available**). This mapping has to be submitted in the form of a spreadsheet document titled **Response-To-Part-C-of-Technical-Evaluation.PDF** which should contain the following mandatory fields <**Name of Module, Name of Sub-module (if applicable), Fitment Option, Name(s) of Supporting Documents, Remarks**>. Bidder must also provide detailed supporting documents like datasheets, user manuals, screenshots, integration methodology in case any 3<sup>rd</sup> party offering are used, customizations or new developments needed with the difficulty level (Low/ Medium/ High), etc. in their response to each of the module/sub-modules in Volume-II for the technical committee to fully assess the capability of the bidder and extent of fitment of the proposed solution by the bidder in meeting the Institute's requirements.*

The bidder should assume complete responsibility for their responses against the functionality fitment of the Institute requirements as stated in *Volume-II*. Any variation found during the evaluation/ demonstration/ engagement shall be considered as a fraudulent practice which is liable for forfeiture of the PBG without prejudice to other legal remedies that the Institute may take in this regard.

**PART D - Technical evaluation of Non-Functional (Technical) Capabilities of the Application Software given by the bidder**

**Evaluation Attributes**

General Application/ Architecture; Modular Design, Multi-tier approach; Agility, Scalability, High availability; Open APIs, Use of standard data-exchange formats and protocols like XML, JSON, REST API; Usage of free/open source software/ databases/ OS; Industry standard architectural principles and software engineering principles; Role based access control; Single sign on; Desktop and mobile browser compatibility; Responsive front end design; Audit trails at Application Software level and database level; Application Software Administration & Maintenance Capabilities, Reporting/analytics Capabilities, Integration Capabilities; Security Framework; Configuration Capabilities, Usage of workflow or business process engine for adding new processes/ workflows/ modules, Extensibility Capabilities; Tools/ Accelerators & methodologies used for process automation, Issue management, bug tracking & reporting; Load/ stress testing; Data migration, Backup/ restore, disaster recovery framework; Data archival mechanism.

*For each of the attributes listed above, the bidder has to provide a detailed response for the technical evaluation committee to assess technical merit of the proposed Application Software. A document titled **Response-To-Part-D-of-Technical-Evaluation.PDF** which should contain details like <**Name of Each Attribute, Summary of the Response, Name(s) of the Supporting Documents providing the complete information, Remarks etc.**>*



**PART E - Solution Case Studies, Client Reference Checks, and Previous Experience with tools for Data Migration**

**Evaluation Attributes**

a. Client Reference checks and Solution Case Studies

The bidder should provide a minimum of two client reference checks with ongoing project implementations or which have ended within past one year from the date of publishing of tender and case studies of Application Software systems deployed in the relevant field.

*Refer Annexure V – Past Experience of the Bidder in the prescribed format of supporting documents that needs to be submitted. Each case study report should have a section comparing scope of work of their previously deployed Application Software systems relevant to FRS of IIA’s Application Software.*

b. Previous experience with tools for data migration and issue management

Evaluation will be done based on tools available with the bidder and proposed to be deployed for the data migration phase of IIA’s Application Software and for issue management during the project tenure. Competence of the bidder in terms of previous experience in managing complex data migration activities will also be considered.

*The bidder should provide client reference checks for data migration and issue management tools deployed. A document titled **Response-To-Part-E-of-Technical-Evaluation.PDF** which should contain details like <Name of Each Organisation, Type of Tool used for Data Migration, Details of Issue Management process deployed, Name(s) of the Supporting Documents providing the complete information, Remarks etc.>*

**PART F - Technical evaluation of Proof of Concept (POC) demonstrations given by the bidder**

All the bidders who have met pre-qualification criteria and qualified for POC demonstration (based on getting a minimum of **60%** score to each of Parts A to E in the technical evaluation process) shall be invited to present their demonstration for the following modules.

a. **Procurement & Inventory Management** (online creation of Indent, Purchase Order. Online Creation and approval of Stores Demand Note and issue of items, etc)

b. **Issue Management System** (to raise tickets, escalate it, collecting feedback from the user after resolving the issue, etc)

*Based on the POC demonstration/s, the IIA, TEC shall evaluate the bidder/s based on their solution mapping capability as per the Institute requirements to compute the final rating.*



<b>Table 1.3: TECHNICAL SCORING POINTS</b>			
<b>Sr. No</b>	<b>Main Criteria and Attributes</b>	<b>Min Marks Required</b>	<b>Max Marks</b>
<b>Part A</b>	<p><b>Credentials of Bidder &amp; Experience in Application Software</b>            [Years of Experience* in Application Software domain (2 marks), Annual Revenue*(2 marks), Project Management Capabilities (2 marks), Proposed Implementation Team (2 marks), Proposed Support Team (2 marks)]  <i>* MSEs and Startups: This criteria will fetch full marks against the particular items</i></p>	6	10
<b>Part B</b>	<p><b>Implementation Approach &amp; Methodology</b>            Project Plan, Business Design, Implementation Methodology, Identified Project Risks &amp; Mitigation Strategies, Detailed timelines of project execution, Training, Change Management, Documentation, Escalation Matrix</p>	15	25
<b>Part C</b>	<p><b>Functional Evaluation as per the FRS in the Volume-II</b>            Extent of Direct fit of FRSs through Standard Application Software, Extent of fitment of FRSs through Future Application Software Releases, Extent of Third Party offering as part of integrated Solution for the FRSs, Extent &amp; complexity of Customizations as part of Application Software for the FRSs or No Solution available at all for the specific FRSs</p>	24	40
<b>Part D</b>	<p><b>Non-Functional (Technical) Capabilities</b>            General Application/ Architecture, Modularity, Agility, Scalability, High availability, Open APIs, REST API, Multi-Tier approach, Standard data exchange formats, Usage of free/open source software/ Databases/ OS, Industry standard architectural principles, Role based access control, Single sign on, Browser compatibility, Responsive frontend design, Audit trails, Application Software Administration &amp; Maintenance Capabilities, Reporting Capabilities, Integration Capabilities, Security Framework, Configuration Capabilities, Usage of workflow or business process engine for adding new Processes/ Workflows, Extensibility Capabilities, Tools/ Accelerators &amp; Methodologies used for process automation, Bug reporting, Load/Stress Testing, Data Migration, Backup/ Restore, DR, Archival Mechanism</p>	30	50



<b>Part E</b>	<b>Solution Case Studies &amp; Client References</b>  Client Base in any reputed Organization (preferably Govt. Dept. (Central/State)/CPSU/PSU/State Govt. Enterprise), Number of concurrent users, Total number of regular Users and Nature of Modules implemented in the past deployments, Relevant Case Studies, Relevant Client References, Previous experience with tools for data migration, issue management, etc	15	25
<b>Part F</b>	<b>Proof of Concept Demonstration of the following modules:</b>  <b>Procurement and Inventory Management Module</b> (Scope as mentioned in Volume - II)  <b>Issue Management System</b> (to raise tickets, escalate it, collecting feedback from the user after resolving the issue, etc)	30	50

**\*Note 1:** The sum of the individual minimum scores of Parts A to F is 120. A bidder should score the minimum marks (i.e., 60%) under each of Parts A to F mentioned above in the technical evaluation in order to be declared technically qualified and only their price bids will be opened for commercial evaluation. No weightage will be carried forward for evaluation of Financial Bids where only the Least offer will be considered for Bid Award.

### 1.9.3 COMMERCIAL EVALUATION

The Financial bid must be submitted in the prescribed format available in the CPP portal against this tender. **A sample format as to how to arrive at the final price is given in Annexure XI.**

- (a) The Financial proposals shall be evaluated on the basis of Consolidated Cost Summary (Inclusive of all Taxes) – “Grand Total” offered by the bidder to IIA. Any monetary figure in decimal shall be rounded off to the nearest INR.
- (b) Prices quoted by the Bidder shall be final. No variation in prices will be allowed under any circumstances during the entire period of the contract. No Conditional and open ended bid shall be evaluated and the same is liable for rejection.
- (c) The Financial proposals submitted by the prime bidder should be inclusive of all the items in the technical proposal and should incorporate all the implications based on clarifications provided by the prime bidder during the evaluation of the technical proposal.
- (d) Prices shall be quoted in Indian Rupees (INR) only.
- (e) The prime bidder shall quote the price for all the components / services of the solution



to meet the requirements of implementation of integrated Application Software in IIA as listed in this RFP.

- (f) Bids with price adjustment shall be rejected.
- (g) The price quoted in the financial proposal shall be the only payment, payable by IIA to the successful prime bidder for completion of the contractual obligations by the successful Prime Bidder under the Contract, subject to the terms of payment specified in this RFP.
- (h) The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract (for successful bidder). A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as “NON-RESPONSIVE”.
- (i) It is mandatory to provide breakup of all taxes & duties where ever applicable and/or payable.
- (j) The bid amount shall be inclusive of planning, installation, commissioning, delivery charges and any other charges as applicable till the end of the contract period.
- (k) IIA reserves the right to ask the Prime Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- (l) **Alternate proposals/ multiple bid submissions are not permitted.** If alternate proposals/ multiple bids are submitted then the IIA, at his sole discretion, may reject all of the proposals/ bids submitted by that Bidder.
- (m) The Bidder shall submit the tender that strictly comply with the requirements or the schedules. Any alternatives or modifications shall render the tender invalid; tenders with conditional offers will be invalid.
- (n) In cases of discrepancy between the prices quoted in words and in figures, the value mentioned in words shall prevail. In cases of discrepancy between the Unit Price and Total Price calculated, the value mentioned in Unit Price shall prevail. For any other calculation/ summation error etc. the bid may be rejected.

#### 1.9.4 AWARD CRITERIA

- a. The technically qualified and responsive bidder(s) whose bid is the lowest including Annual Maintenance and Enhancement Services Charges and other allied charges will be considered as successful bidder(s). The sole discretion to select the L1 Bidder will be with the Director, IIA.
- b. The selected bidder (called L1) shall be the one who has quoted the lowest price. However, in the event of two or more Bidders quoted exactly the same price, then IIA reserves the right to:



- (i) Declare the L1 bidder whose technical score is highest, among the bidders who have quoted exactly the same price.
- (ii) If technical scores are also the same, then the Bidder who has successfully implemented more Application Software projects is declared as the L1 Bidder.

### **1.10 ACCEPT/ REJECTION OF BIDS**

The proposal of a Bidder is liable to be disqualified in the following cases or in case Bidder fails to meet the bidding requirements as indicated in this RFP:

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document.
- b. During the validity of the proposal, or its extended period after the last date and time for submission of Bids, if any, the Bidder makes any effort to modify the bid submitted.
- c. The Bidder proposing a “Conditional-Proposal”.
- d. Proposal is received in incomplete form.
- e. Proposal is not accompanied by all the requisite documents even after clarifications are sought.
- f. Information submitted in a Qualification proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the Agreement (no matter at what stage) or during the tenure of Agreement including the extension period if any.
- g. Bidder tries to canvass or influence the proposal evaluation process by unlawful means at any point of time during the Bid process.
- h. The Bidder(s) has/have been Debarred and/or blacklisted by any Central/ State Govt. Department/ Public Sector Undertaking / Organization in India etc. in the last two years.
- i. In case any Bidder submits multiple proposals or if common interests are found in two or more Bidders, the Bids are likely to be disqualified.
- j. Bidder fails to deposit the Performance Security prior to signing of the Agreement or fails to enter into an Agreement within 15 working days of the date of signing of agreement or within such extended period, as may be specified by IIA.
- k. Bidders may note that while evaluating the proposals, if it comes to IIA’s knowledge expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the



Bidders so involved are liable to be disqualified for this Contract as well as for a further period of two years from participation in any of the RFPs floated by IIA.

I. IIA will reject a proposal for award if it determines that the Bidder recommended for award, or any of its personnel, or its agents or, Agencies and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the Contract.

### **1.11 COST OF BIDDING AND AWARD OF CONTRACT**

The Bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, providing product demos, in providing any additional information required by IIA to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the Bid process. This RFP does not commit IIA to award a Contract. Further, no reimbursable cost may be incurred in anticipation of award of Contract for implementation of Project.

### **1.12 SIGNING OF AGREEMENT**

The process for signing of agreement for the project is as follows:

#### **1.12.1 DISCHARGE OF BID SECURING DECLARATION**

Prior to signing of the Agreement, IIA shall request the Selected Bidder to provide Performance security pursuant to this RFP.

#### **1.12.2 ANNOUNCEMENT OF AWARD OF BID**

After evaluation of Commercial bids, IIA shall notify the Selected Bidder of acceptance of BID and will enter into a Contract Agreement with the Successful Bidder. Upon receipt of Performance Security by the successful bidder, IIA will notify each unsuccessful bidder.

### **1.13 EXPENSES FOR THE BID/AGREEMENT**

The incidental expenses of execution of Bid/Agreement shall be borne by the Successful Bidder.

### **1.14 FAILURE TO ABIDE BY THE TERMS AND CONDITIONS**

Failure of the Successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event IIA may forfeit the Performance Security. The contract may be awarded to the next Bidder who is in second position based on the technical & commercial evaluation. However, to award the contract to the second positioned bidder is at the discretion of IIA Bangalore and not the right of the second positioned bidder to be awarded the contract.



## **1.15 BID VALIDITY**

The tender and the price quoted shall be deemed to remain valid for acceptance for a period of **six (6) Calendar months** from the date of submission. In the event of termination of the tender process due to reasons not attributable to the Bidders/Implementing Agency the IIA shall not be liable for any extra cost or expenses or shall not be liable to pay any claim or expenses to the Bidders. However, if the same pertains to the reasons attributable to the Bidder, appropriate action, including debarment of the vendor as deemed fit by the Institute will be taken.

## **1.16 FRAUD AND CORRUPTION**

IIA requires that bidders, suppliers, contractors and consultants, if any, observe the highest standard of ethics during the procurement and execution of such contracts. IIA Bangalore will reject a proposal for award if it determines that Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent collusive or coercive practices in competing for the Contract in question. In pursuit of this policy, the terms set forth below are defined as follows:

1.16.1 **“Corrupt practice”** means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;

1.16.2 **“Fraudulent practice”** means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;

1.16.3 **“Collusive practice”** means a scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, non -competitive levels; and

1.16.4 **Coercive practice”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract

## **1.17 INTERPRETATION OF THE CLAUSES IN THE TENDER DOCUMENT/ CONTRACT DOCUMENT**

In case of any ambiguity/ dispute in the interpretation of any of the clauses in this Tender Document, Director, IIA Bangalore’s interpretation of the clauses shall be final and binding on all parties.

## **1.18 LEGAL COMPLIANCE**

1.18.1 The Successful Bidder hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including procurement of license, permits and certificates and payment of taxes where required. If at any time during the term of this agreement, IIA identifies or information comes to IIA's attention that the Successful Bidder is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), IIA shall be entitled to terminate





this agreement with immediate effect.

1.18.2 The Successful Bidder shall maintain all proper records, particularly but without limitation to accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the Labor Legislation.

1.18.3 The Successful Bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act. In case the same is not paid, the liability under the act shall solely rest with the Successful Bidder.

### **1.19 RIGHT TO ACCEPT OR REJECT THE BIDS**

The Director, IIA reserves the right to accept the bids in full or in parts or reject summarily or partly. The Director also reserves the right to cancel this RFP without any financial and legal obligations on IIA Bangalore.

**~End of Chapter 1~**



## **CHAPTER-2: TERMS AND CONDITIONS**

### **2.0 TERMS & CONDITIONS**

2.0.1 Bidders shall ensure high security, reliability and data integrity for all the service components provided.

2.0.2 Bidder shall provide all services specified or otherwise, which are required to fulfil the intent of ensuring performance, operability, maintainability and the reliability of the complete work covered under Scope of Work. If any item, though not specifically mentioned, is required to complete the project for its reliable, efficient and trouble-free operation, the same shall also be taken to be included and be installed, configured, developed by the Bidder as per requirement.

### **2.1 STANDARDS**

The services and other materials including all deliverables and reports under the contract shall conform to the standards mentioned in this RFP as well as the Technical Bid submitted by the bidder and/or agreed between IIA and the bidder, and when no applicable standard is mentioned, the services / products / deliverables shall be supplied under the authoritative and appropriate international standards of such services / products / deliverables and such standards shall be the latest issued by the concerned institution/s.

### **2.2 LANGUAGE**

The proposal and all correspondence and documents shall be written in English. In case of accompanying literature or brochures etc., being in a language other than English, a certified translation should accompany the documents as a part of the RFP.

### **2.3 PERFORMANCE SECURITY**

To ensure due performance of the contract, performance security equal to five percent (5%) of the Total Contract price (including taxes and duties), should remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the bidder, including warranty and AMES obligations. Performance security may be furnished in the form of Insurance Surety Bond, account payee demand draft, fixed deposit receipt from a commercial bank, bank guarantee issued/confirmed from any of the commercial bank in India, or online payment in an acceptable form. This security should be furnished immediately, but in any case, not later than fifteen (15) days from the date of signing the Contract. This amount is liable to be forfeited, in full or in part, for breach of any of the terms and conditions of the Contract.

### **2.4 ROLL-OUT OF SPECIFIC MODULES**

The Successful Bidder should prepare module wise development and roll-out of the core and other modules specified in the FRS document.



## **2.5 SOURCE CODE, LICENSING AND IP RIGHTS OF APPLICATION SOFTWARE**

Any code used in the implementation of the core and other Application Software modules should be shared with IIA so that future performance enhancements and/or debugging can be independently carried out by IIA post the project term. However, the ownership of the source code and IP rights of Application Software rests with the Successful Bidder or OEM of Application Software. IIA will not use or distribute the source code for any commercial or non-commercial purposes. Any necessary agreements can be made in this regard between IIA and Successful Bidder. Further, any updates made to the code during the beta testing, warranty and AMES period should also be provided to IIA. Necessary perpetual licensing (if any) to use the source code and workflow engine (if applicable) should be issued to IIA.

## **2.6 THIRD PARTY PRODUCT AND LICENSING**

2.6.1 The Successful Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights which are, inter-alia, necessary for use of the deliverables, services, applications, services etc. provided by the Successful Bidder or sub-contractors under this agreement shall be acquired in the name of the IIA and Bidder shall have the non-exclusive, unlimited right to use such licenses for the purpose of execution of any of its obligations under the terms of this agreement. Also, such licensing should be perpetual in nature. However, subsequent to the term of this agreement, such approvals etc. shall endure to the exclusive benefit of the IIA.

2.6.2 If license agreements or other agreements are necessary or desirable between the Successful Bidder and third-parties for purposes of enabling / enforcing/ implementing the provisions herein above, the Successful Bidder shall enter into such agreements at its own sole cost, expense and risk and all such licenses etc. shall be bought in name of the IIA unless otherwise directed in writing by the IIA. Also, such licensing should be perpetual in nature.

## **2.7 MODE OF PAYMENT**

IIA shall make all payments through RTGS or NEFT within Thirty (30) days of submission of Tax Invoices and supporting documents and as per the schedule of payments.

## **2.8 AUTHORISED SIGNATORY**

The Successful Bidder shall advise of the authorised signatories who can discuss and correspond with IIA, with regard to the obligations under the contract. Requisite authorization authorising the signatories of the bid to respond to this RFP must be submitted along with the bid. The Successful Bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of its Board, authenticated by its Secretary, authorising an official or officials of the bidder or a Power of Attorney holder to discuss or sign agreements/ contracts with IIA. The bidder shall furnish proof of signature identification for the above purposes as required.

## **2.9 CONTRACT PERIOD**

2.9.1 The contract period for providing services will be from the date of the agreement, and will be



valid for the timelines as per this RFP. The Successful Bidder needs to execute a comprehensive, definitive Service Level Agreement (SLA) with IIA covering all terms and conditions of this RFP. The SLA will cover performance and availability of the solution deployed.

2.9.2 Any sub-contracting activity by the Successful Bidder should take place only with the prior approval of IIA.

## **2.10 RESPONSIBILITIES OF SUCCESSFUL BIDDER**

The Successful Bidder will be solely and completely responsible for any deficiency in service, deficiency in the overall product/ solution, any deficiency in any third party component/ products, any part/ module/ service developed by sub-contractors, and the Successful Bidder would be completely responsible in fixing and rectifying these deficiencies including coordinating with third party for rectifying all such deficiencies where third party component/ product/ service is deficient. The Successful Bidder will also be solely and completely responsible for any misdeeds, damages, illegal acts and any other actions or inaction of its project personnel as well as any of the personnel of its subcontractors that results in any kind of harm to IIA Bangalore or any personnel of IIA Bangalore or any tangible or intangible assets of IIA Bangalore in any fashion, including the reputation of IIA Bangalore.

## **2.11 PERSONNEL OF SUCCESSFUL BIDDER**

The Successful Bidder will agree, acknowledge and covenant that in case the services of existing employees of the Successful Bidder are withdrawn / terminated by the Successful Bidder, sufficient notice has to be given to IIA and a replacement of equivalent qualification should be deployed. Care should be taken so that the handover takes place in a smooth fashion.

## **2.12 PROVISIONAL ACCEPTANCE**

The date of successful completion of beta testing of core and other modules shall be treated as the date of Provisional Acceptance. This Provisional Acceptance will be issued separately for each of the modules.

## **2.13 FINAL ACCEPTANCE CERTIFICATE (FAC)**

After satisfactory completion of Ninety (90) days from Go-Live period, IIA shall issue the Final Acceptance Certificate (FAC). Before the issue of FAC, the Successful Bidder shall warrant that the proposed Application Software or any part thereof shall be free from defects in the work executed. The solution shall be supported by the bidder for a period of one (1) year under warranty and five (5) Years under AMES.

## **2.14 TERMINATION OF CONTRACT**

2.14.1 IIA may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of Thirty (30) days, sent to the Successful Bidder, terminate the contract in whole or part,



- a. If the Successful Bidder fails to deliver any or all of the services within the time period(s) specified in the Contract, or within any extension thereof granted by IIA;  
(AND/ OR)
- b. If the Successful Bidder fails to perform any of the obligation(s) under the contract;  
(AND/ OR)
- c. If the Successful Bidder has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.

2.14.2 In the event of IIA terminating the Contract in whole or in part, IIA may engage other sources, upon terms and in such manner as it deems appropriate, services similar to those delivered and the Successful Bidder shall be liable to IIA for any additional costs for such similar services limited to the total amount paid. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

2.14.3 IIA may at any time terminate the Contract by giving written notice with a notice period of Thirty (30) days to the Successful Bidder, if the Successful Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to IIA.

2.14. IIA may by written notice, with a notice period of Thirty (30) days sent to the Successful Bidder may terminate the Contract in whole or in-part at any time for its convenience. The notice of termination shall specify the termination is for IIA's convenience, the extent to which performance of work under the Successful Bidder is terminated and the date upon which such termination becomes effective. On termination, the Successful Bidder is entitled for compensation to the extent of work done till the date of termination.

## **2.15 APPLICABLE LAWS & JURISDICTIONS**

The Contract and all questions, disputes or differences arising under or in connection with this Contract, subject to Arbitration clause, shall be subject to the exclusive Jurisdiction of the courts within the local limits of Bengaluru, Karnataka State, India.

## **2.16 RESOLUTION OF DISPUTES & ARBITRATION**

2.16.1 In case of any dispute(s) or difference(s) whatsoever arising under or out of or in connection with the Contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to resolve/settle the same by submitting that dispute to arbitration in accordance with the Arbitration and Conciliation Act, 1996.

2.16.2 The language of the arbitration proceeding shall be English and the place of arbitration proceedings shall be Bengaluru, Karnataka State, India.

2.16.3 All dispute or differences whatsoever arising between the Successful Bidder and IIA out of or in relation to the construction, meaning and operation or effect of the Contract, with the



Successful Bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, after issuance of Thirty (30) days' notice in writing to the other, clearly mentioning the nature of the dispute/differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute(s) and difference(s) strictly under the terms and conditions of the purchase contract, executed between IIA and the Successful Bidder.

2.16.4 In case the decision of the sole arbitrator is not acceptable to either party, the disputes / differences shall be referred to joint arbitrators with one arbitrator to be nominated by each party and the arbitrators shall also appoint a presiding arbitrator before the commencement of the arbitration proceedings. The arbitration shall be subject to the exclusive Jurisdiction of the courts within the local limits of Bengaluru, Karnataka State, India.

2.16.5 The award shall be final and binding on both the parties and shall apply to the contract.

2.16.6 Work under the Contract shall be continued by the Successful Bidder during the arbitration proceedings unless otherwise directed in writing by IIA unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case maybe, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by IIA, to the bidder shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matters thereof.

## **2.17 LIQUIDATED DAMAGES**

2.17.1 Liquidated Damage will be levied at the rate of two percent (2%) per month subject to a maximum of 10% on the total value along with applicable taxes of the contract for non-fulfillment of delivery schedule. Any delay due to the Force Majeure conditions or delay due to reasons not attributable to the Successful Bidder will be excluded from the delivery schedule.

2.17.2 In the event of failure by the Successful Bidder to fulfil the delivery conditions, IIA at its discretion may initiate any of the actions as given below.

- a. Extension of time may be permitted to complete the work.
- b. Additional resources to be requested for speeding up the work.
- c. Liquidated Damages being levied
- d. Contract with the Successful Bidder terminated as per the Termination clause.
- e. Any other action may be deemed fit by IIA in the best interest of the Institute.

## **2.18 DELAYS IN BIDDER'S PERFORMANCE**

The bidder must strictly adhere to the implementation schedule, as specified in the contract, executed between the Parties for performance of the obligations, arising out of the contract and any delay in completion of the obligations by the bidder will enable IIA to resort to any or all of the following:

- a. Claiming Liquidated Damages
- b. Termination of the contract fully or partly and claim liquidated damages.



c. Invoking Performance Security

## **2.19 CONFIDENTIALITY**

2.19.1 The IIA may allow the Successful Bidder to utilise confidential information as per the needs of the Project and the Successful Bidder (including its employees, contractors, agencies and representatives) shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto. No member of Successful Bidder's team shall, without prior written consent from the IIA, make any use of any Confidential and Proprietary Information given by the IIA, except for purposes of performing this Agreement. Each member of Successful Bidder's team shall keep all the Confidential and Proprietary Information, provided by IIA to them or their respective employees as confidential.

2.19.2 Additionally, the Successful Bidder shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/ facilities to the extent necessary/ required as per regulations/ law. The Successful Bidder shall use the information only to execute the Project.

2.19.3 IIA shall retain all rights to prevent, stop and if required take the necessary punitive action against the Successful Bidder regarding any forbidden disclosure. IIA reserves the right to adopt legal proceedings, civil or criminal, against the Successful Bidder in relation to a dispute arising out of breach of obligation by the Successful Bidder under this clause

2.19.4 Successful Bidder shall not use the data disclosed by IIA under this Agreement to provide services for the benefit of any third party, as a service bureau or in any other manner

2.19.5 The Successful Bidder shall notify the IIA promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Agreement or with the authority of the IIA.

2.19.6 The successful Bidder shall enter into a Non-Disclosure Agreement (NDA) with IIA to ensure confidentiality of the data pertaining to IIA.

## **2.20 ADHERENCE TO TERMS & CONDITIONS**

The bidders who wish to submit responses to this RFP should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.

## **2.21 INDEMNITY**

The bidder shall indemnify, protect and save IIA against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of the Application Software proposed by the bidder. The bidder should also assumes responsibility for, and shall at all times indemnify IIA or their employees from all losses, liability, claims, costs,



expenses, taxes and assessments, including penalties, punitive damages, attorney's fees and court costs which are, or may be, required with respect to any breach of the bidders obligations under this Contract, or for which the bidder has assumed responsibility under this Contract, including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages, or the compensation of all persons employed by the bidder or his subcontractors or suppliers in connection with the performance of any work covered by the Contract.

## **2.22 OWNERSHIP OF DOCUMENTS**

The IIA shall own all documents provided by or originating from the IIA and all the documents produced by or from or for the Successful Bidder in the course of performing the Services. Forthwith upon expiry or earlier termination of this Agreement and at any other time on demand by the IIA, the Successful Bidder shall deliver to the IIA all the documents provided by or originating from the IIA and all the documents produced by or from or for the Successful Bidder in the course of performing the services, unless otherwise directed in writing by the IIA at no additional cost. The Successful Bidder shall not, without the prior written consent of the IIA store, copy, distribute or retain any such documents.

## **2.23 CONFLICT OF INTEREST**

2.23.1 The Successful Bidder shall hold IIA's interests paramount, and strictly avoid conflict of interest with other assignments. If during the period of the Agreement, a conflict of interest arises for any reasons, the Successful Bidder shall promptly disclose the same to the IIA.

2.23.2 The Successful Bidder shall also cause its staff not to engage either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under or pursuant to the Agreement.

2.23.3 The Successful Bidder shall disclose to IIA in writing, all actual and potential conflicts of interest that arise or may arise in the course of performing the Services as soon as practical after it becomes aware of that conflict.

## **2.24 EXIT MANAGEMENT**

This schedule sets out the provisions, which will apply on expiry or termination of the Contract Period and/ or earlier termination of the Agreement, for any reasons whatsoever. In the case of termination of the Project implementation, the parties shall agree on the exit management procedure and duration at that time. The agreement will also be on business interruptions, transfer of project assets, payment during exit management period, knowledge transfer, transfer of confidential information and data, employee details, transfer of certain agreements, rights of access to premises, exit management plan and transfer costs.

## **2.25 SERVICE LEVEL AGREEMENTS**

### **2.25.1 SERVICE LEVEL AGREEMENT**





- The Service level objectives for the project are as follows and this shall be the part of the contract.
- a. Timeliness of the following activities: Planning, Designing, Implementation of customised software, Beta Testing, Go-Live, Training and other essential activities as mentioned by IIA.
  - b. Completion of the overall Architecture and Design for the core and other modules
  - c. Successful delivery of Conference Room Pilot (CRP) Demos of the core and other modules
  - d. Successful completion of Cross functional integration test, load and stress test, and subsequent release of beta version Go-Live to all the users of IIA
  - e. Commissioning of stable version Go-Live at the institute level with the User Acceptance Test (UAT).
  - f. Quality of the proposed Application Software
  - g. All the bugs of high and medium category shall be closed before the deployment.
  - h. Compliance to the technical requirements and the features detailed in the Functional Requirement Specifications (FRS) of this RFP. These are mentioned in the Volume-II document.
  - i. Service level for initial response and resolution of issues
  - j. Project timelines as per the agreed timelines
  - k. Resource availability as planned and committed for project execution

**Note:** The above activities shall be mentioned in the Project plan

2.25.2 AVAILABILITY PERFORMANCE STANDARD

Components	Availability/ Uptime
Availability (Uptime) of Proposed Solution in the production system and all associated software components installed by the Implementing Agency (IA). <b>Note:</b> Uptime will be calculated on a basis of 24*365 hours availability of the system each quarter.	>=99.5%

2.25.3 LIQUIDATED DAMAGE STRUCTURE

- a. The penalty structure is defined in the following Table 2.1.

<b>Table 2.1: LIQUIDATED DAMAGES PENALTY STRUCTURE</b>		
Service Target	Target	Penalty



Delay in the completion of Cross functional integration test, load and stress test, and subsequent release of beta version Go-Live to all the users of IIA	9 Months for the core and other modules.	Penalty of 2% of the Total Contract Value per month or part thereof, capped at 10% of Total Contract Value. Any penalty beyond 10% of Total Contract Value shall/ may lead to termination of the contract.
Delay in the commissioning of Stable version Go-Live at the Institute level with the User Acceptance Test (UAT)	18 Months	

b. In addition to penalties stated above, IIA reserves the right to recover cost of investment for delay in implementation. Delays arising due to causes not attributable to the Implementing Agency will not attract penalties.

**2.25.4 SERVICE LEVELS FOR WARRANTY SUPPORT AND APPLICATION MAINTENANCE & ENHANCEMENT SERVICES (AMES)**

a. Penalties for various items related to the warranty support and AMES are listed in Table 2.2.

<b>Table 2.2: PENALTY REGARDING SERVICE LEVELS DURING WARRANTY OR APPLICATION MAINTENANCE SUPPORT</b>				
<b>Severity Levels</b>	<b>Severity Type</b>	<b>Service target</b>	<b>Resolution Duration</b>	<b>Penalty</b>
Usage Standstill	Critical	1. An application is unavailable and blocks the execution of the primary Institute process. A workaround is not possible.	0-8 Hrs.	0.5% of Monthly Charges of Warranty or AMES Charges
		2. Operations-critical parts of an application are not available. A workaround is not possible.		
		3. Operations critical Functions cannot be executed. A workaround is not possible.		
Performance Degradation / Partial Impact	High	1. Important functions perform with response times that deviate significantly from the agreement.	0-48 Hrs.	0.25% of Monthly Charges of Warranty or AMES Charges
		2. The user is able to work but is unable to achieve a normal productivity level due to the problem.		



		3. Partial unavailability of System or components.		
Regular, Default Category	Medium	1. A non-critical part of an application is unavailable. A workaround is not possible but the user is able to achieve a normal productivity level.	0-72 Hrs.	0.1% of Monthly Charges of Warranty or AMES Charges
		2. The problem has few consequences for the user and a workaround is possible.		
		3. The majority of the functions operate normally		
No Immediate Impact to IIA	Low	1. The problem has few consequences for the user and there is a workaround.	As Agreed mutually for each case.	0.05% of Monthly Charges of Warranty or AMES Charges
		2. The application or its parts are used by a very few users & the unavailability has affected the Institute.		

b. Non-adherence to the Service Levels above on account of causes not attributable to the Successful Bidder will not attract penalties. In addition to penalties stated above, IIA reserves the right to recover cost of investment for delay in implementation. Any System Unavailability on account of planned downtime shall be excluded from the definition of breach of Service Level Agreement.

c. A three-monthly performance evaluation will be conducted using the three monthly reporting periods of that period. The framework for penalties, as a result of not meeting the Service Level Targets is as follows.

(i) The performance will be measured for each of the defined service level metrics against the minimum / target service level requirements and the violations will be calculated accordingly.

(ii) The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of penalties.

## **2.26 PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA), ORDER 2017**

2.26.1 IIA shall compare all substantially responsive bids to determine the lowest evaluated bid as per the QCBS process defined in this RFP. This Institute is following and abide with the Public Procurement (Preference to Make in India), Order 2017, DIPP, MoCI Order No. P-45021/2/2017-B.E.II dated 15th June 2017 and its subsequent amendments. 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 India product along with respective documentary evidence as stipulated in the aforesaid order in the technical bid itself.



2.26.2 As per the above order and its subsequent amendments “Local Content” means the amount of value added in India which shall be value of the item procured (excluding net domestic in direct taxes) minus the value of the imported content in the item (including all the custom duties) as a proportion of the total value, in percent. Accordingly, the suppliers will be classified in the following categories.

- a. Class-I local Supplier – has local content equal to more than 50%
- b. Class-II local Supplier – has local content more than 20% but less than 50%

2.26.3 **Verification of Local Content:** The Class-I Local Supplier / Class-II Local Supplier at the time of bidding shall be required to indicate the percentage of local content and provide **self-certification as per Annexure XIV** that the items offered meet the local content requirement. The details of the location(s) at which the local value addition is made also needs to be specified. In case of procurement in excess of Rs.10 crores, the suppliers shall be required to provide the certificate from the Statutory auditor or cost auditor of the company giving the percentage of local content.

2.26.4 The bidders can be debarred for a period up to two years as per Rule 151(iii) of GFR 2017, in case of false declaration.

~End of Chapter 2~



## **CHAPTER-3: PAYMENT TERMS & SCHEDULE**

All payments will be cleared only on submission of Tax Invoice from the Successful Bidder either Ink-signed original or Digitally Signed. The payments would be as per the schedule given in Table

<b>Table 3.1: PAYMENT TERMS AND SCHEDULE</b>		
<b>Milestone Number</b>	<b>Payment Milestones</b>	<b>% Payment of Sub-total for Services Provided</b>
<b>SOFTWARE LICENSING &amp; APPLICATION SOFTWARE IMPLEMENTATION</b>		
<b>M1</b>	Delivery (Licensing) of Application Software & any other 3 <sup>rd</sup> party License required for implementation of Software in IIA.	30% of Total Price captured for line item A, as per breakdown defined in this RFP – Annexure XI] at the time of delivery of licenses.
<b>M2</b>	At the time of issue of Provisional Acceptance Certificate for Procurement Module as per the scope of this RFP.	25% of Total Price captured for line item A, as per breakdown defined in this RFP – Annexure XI] at the time of successful implementation.
<b>M3</b>	At the time of issue of Provisional Acceptance Certificate for Inventory Management Module as per the scope of this RFP.	25% of Total Price captured for line item A, as per breakdown defined in this RFP – Annexure XI] at the time of successful implementation.
<b>M4</b>	At the time of issue of Final Acceptance Certificate	20% of Total Price captured for line item A, as per breakdown defined in this RFP – Annexure XI] at the time of successful acceptance.
<b>ANNUAL MAINTENANCE &amp; ENHANCEMENT SERVICES &amp; SOFTWARE LICENSES RENEWAL</b>		
<b>M5</b>	Subject to placement of AMES WORK ORDER, Half-Yearly payment in advance on receipt of invoice.	Maintenance Support fee applicable per half yearly in advance [i.e. Derived from 5-years price captured for line item B in the Financial Bid, as per format defined in this RFP – Annexure XI] adjusted for applicable penalties defined in this RFP.
<b>CHANGE REQUEST– DEVELOPMENT CHANGES DURING AMES PERIOD (IF ANY)</b>		
<b>M6</b>	Change Request - Completion of development changes requests scheduled for the period.	Half yearly payment to cover for Change requests completed in the half year as per IIA, Bangalore sign-off. <b>Note: This payment will be cleared only on submission of IIA’s approval for any Change Request that leads to additional costs other than AMES charges.</b>

**Note:** The timelines for completion of Core and other Modules is 09 Months from the date of signing of agreement between Successful Bidder and IIA.

~End of Chapter 3~

**-END OF THE VOLUME – I –**



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

# **VOLUME - II**

## **Technical & Functional Requirements and Scope of Work**



## **CHAPTER I: TECHNICAL REQUIREMENTS & SCOPE OF WORK**

The broad Technical requirements are as mentioned below but not limited to the following:

### **1.1 GENERAL REQUIREMENT**

The design should support cross browser rendering across all prominent operating systems as well as platforms such as desktops, laptops, and mobile devices. Users can open on any Smartphone, Tablet, iPhone, and all other capable phones & mobile devices with the gadget compatibility like windows/ios/android/etc. Interactive CMS and dashboard wherein required. Reports for all modules (Excel/ PDF). Security audit certification (by CERT-In empanelled agency) and SSL certified. All the server/VMs, hosting the public facing portals should be periodically assessed for vulnerabilities and they must be patched periodically as per the Guidelines for Indian Government websites and should be bilingual. Software and modules to be upgradable and has 2-tier access authentication. FAQ and SOP manuals (document and video).

**Note:-** The above mentioned general requirements are broad in nature and not limited to that mentioned above. Bidders are encouraged to perform a due-diligence exercise during the bid process, by visiting the IIA, Bangalore Campus to understand the requirements in detail.

### **1.2 SOFTWARE LICENSES**

The Bidder should provide requisite licenses for all the system software required for Application Software including, but not limited to, Operating System, Enterprise class Database Software, Clustering and High Availability Software as applicable for VMs (if required), Compilers, Document management OS hardening and verification tool and all other required software and or applications etc. with unlimited usage.

### **1.3 APPLICATION SOFTWARE IMPLEMENTATION**

The bidder shall be responsible for go-live / realisation of the end- to-end Application Software as per the functional and technical requirements defined in this Application Software document, including the following key activities:

- (a) Project Initiation
- (b) Business Blueprinting
- (c) Technical Solution Design
- (d) System Development
- (e) Testing
- (f) Data Migration
- (g) Trainings and Change Management
- (h) Cutover and Go-Live
- (i) Post Go-Live Stabilization support

### **1.4 OPERATIONS AND MAINTENANCE**

Post warranty period, on placement of order (at IIA's discretion), for AMES by IIA, the bidder



is required to provide the following as part of Operations and Maintenance:

1.4.1 Maintenance support for the entire Application Software, including software components, for a duration of 5 years from the date of completion of warranty period.

1.4.2 Implementation of Development change requests as per the effort defined in this RFP document.

1.4.3 Annual Maintenance Contract: The bidder shall provide Annual Maintenance Contract (AMES) for the software components proposed as part of the Application Software, for a duration of 5 years from the date of completion of warranty period.

## **1.5 PROJECT MANAGEMENT**

1.5.1 The bidder shall be responsible for the project planning, resource management, execution, monitoring and status reporting throughout the duration of the contract, for the overall Application Software implementation and support.

1.5.2 The bidder shall prepare an Integrated Project Plan for the entire project that covers detailed tasks which are intended to be performed as part of the project.

1.5.3 The roles and responsibilities for the project team alongwith support arrangements that are expected from IIA need to be jointly arrived at and have to be signed off between the bidder and IIA.

1.5.4 The successful bidder needs to prepare and submit an Inception Report, which will serve as the foundation document for all activities related to the project. Additionally, the Inception report must cover the risks the bidder anticipates and the plans they propose towards mitigating those risks. For the purpose of Inception Report, the bidder will carry out all necessary site surveys as per agreed to plan to understand the specific requirements of the concerned offices/ divisions at IIA, Bangalore. The successful bidder shall also check the IT, electrical cabling, and other Networking infrastructure requirements/ availability, in the concerned Offices/Field Stations of IIA. The acceptance of the Inception Report by the nominated officer at IIA is necessary before proceeding to the next stage of the project.

1.5.5 Since the continuity of the key members of the project team is essential for the success of the project, IIA shall expect the Bidder to follow a diligent process for ensuring this. The following persons will be considered as key members of the project team during implementation:

- (a) Project Manager
- (b) Functional consultant for e-procurement with experience in public procurement
- (c) Functional Consultant for Financial Management/Accounting/Costing
- (d) Functional Consultant for Stores & Procurement management.
- (e) Technical consultant for system deployment, commissioning, testing, development/customization





1.5.6 IIA would like to identify those persons whose profiles as listed above will be the basis for the evaluation of the competence of Bidder(s) to carry out the implementation of the Project at IIA as the “Key personnel”. It is the responsibility of Bidder(s) to deploy these resources either on a full time or part time basis for the activities they have been proposed to be deployed during the entire duration of the Project as per the response to the RFP submitted by Bidder(s). The team will be on board only after IIA accepts the profiles proposed by Bidder(s).

1.5.7 In the event that IIA identifies any personnel of Successful Bidder as “Key Personnel”, then that Bidder shall not remove or replace such personnel without the prior written consent of IIA, unless such removal is the result of an unavoidable circumstance including but not limited to resignation, termination, medical leave, etc.

1.5.8 Under any circumstances when the Key Personnel are to be replaced or removed, Successful Bidder shall put forward the profiles of personnel being proposed as replacements. These profiles should be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by IIA or its authorised representative. IIA or its authorised representative will have the right to accept or reject these substitute profiles.

1.5.9 In the event that any Key Personnel is to be replaced for reasons not attributed to IIA the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule but not later than 7 Working Days from the date of exit of such personnel. If replacements do not take as stipulated here, IIA will have the option to penalise the Successful Bidder for bad delivery and material breach.

1.5.10 At the project preparation stage, the Successful Bidder will share the profiles of the key personnel with IIA and these key profiles should meet the specifications highlighted in the RFP as well as the proposal submitted by the bidder. The replacement will be on board only after IIA accepts the replacement.

1.5.11 The Successful Bidder shall form a project team comprising the following minimum key personnel and it should be submitted in the bid proposal:

- (a) Project Director
- (b) Project Managers
- (c) Senior Associates
- (d) Full Stack Developers
- (e) Quality Assurance (QA) and Business Analyst (BA) specialists
- (f) Technical Team members
- (g) Functional Team members
- (h) Help Desk and other personnel (as required)



## **1.6 SOLUTION ASSURANCE BY QUALITY REVIEW GROUP**

The Application Software implementation at IIA is to be monitored by a Quality Review Group for ensuring smooth and timely implementation as per IIA requirement. The Bidder shall provide details of the Quality Assurance Plan envisaged for implementation of the proposed Application Software in the project plan.

## **1.7 OVERVIEW TRAINING**

Successful Bidder will provide an Application Software product overview training to IIA key stakeholders such as Sr. Management, Project Manager, Functional Teams, and IT Team as per the RFP, to familiarise them on product modules, functionalities, nomenclature, etc. The exact schedule of such training shall be decided by IIA in consultation with the selected Bidder based on the plan submitted by the selected Bidder.

**~End of Chapter 1~**



## **CHAPTER 2: TECHNICAL SCOPE FOR APPLICATION SOFTWARE**

### **2.1 INTRODUCTION**

Bidders shall propose an Application Software that has a certain set of key technical features and adhere to critical technical requirements of IIA, Bangalore in context of compatibility to existing IT ecosystem as well as future technology vision and roadmap.

### **2.2 KEY TECHNICAL FEATURES**

Bidders are required to propose an Application Software that should provide the following key technical features:

2.2.1 The Application Software should be based on an open architecture.

2.2.2 The Application Software should be vertically and horizontally scalable to handle increased load without requiring redesign.

2.2.3 The Application Software should be natively built based on a 64-bit operating system and shall support 64-bit CPU architectures.

2.2.4 The Application Software (including Portal) offered shall be Unicode Compliant.

2.2.5 Application Software proposed shall be IPv6 compliant.

2.2.6 The Document Management functionalities should be an integral part of Application Software from compatibility perspective, to enable seamless end user experience around document management.

2.2.7 The Integrated should be capable of initiating the audit (both internal and statutory) through the system.

2.2.8 Provide the ability to define an access category relating to groups of users (e.g., members of a department or management class).

2.2.9 System to provide reports to monitor assigned user access privileges at a granular (transaction and functionality) level.

2.2.10 The system should be compliant to CERT-In, Ministry of Electronics and Information Technology Guidelines for Web/ Application/ Network Security. It should provide login, both by user and by terminal. The System should provide the date and time of all transactions with details of creation, read, update, delete or print. Access should be restricted at different levels of data file, program, module, screen, record, field database table, row or column.



2.2.11 The should support a loose integration interface using open industry standards. The application should be able to interface with applications to be procured later using Web Service interface.

2.2.12 Proposed must be platform independent.

2.2.13 Programming and Database: To be proposed up-to-date and widely used technology and platforms.

2.2.14 The proposed application software should support Cloud hosting and should be capable of being hosted in hybrid mode, if required in future.

2.2.15 Hosting will be in On-Premise Hardware, with appropriate mirroring/data synchronization strategy.

2.2.16 Suitable Disaster Recovery mechanism to be proposed.

2.2.17 Appropriate software level multi-tier security must be incorporated.

2.2.18 Should have a suitable and appropriate Backup plan/ Backup solution.

2.2.19 Should propose necessary hardware to implement backup of the database.

2.2.20 Should be able to expand the Integrated Application Software System to Administrative & Finance Modules, if required by IIA in any later stage (post Contract period).

### **2.3 IMPLEMENTATION APPROACH**

The Application Software implementation at IIA, Bangalore is to be carried out in a single-phase approach to cover the requirements of all business functions and divisions defined in this RFP. This approach would involve implementation of Application Software across all applicable business functions and locations for Application Software systems in the same phase. The existing applications may either retire (functionality being merged in Application Software) or retained with or without interfaces with Application Software after data migration.

### **2.4 TIMELINES OF APPLICATION SOFTWARE IMPLEMENTATION**

2.4.1 The proposed timeline for the Application Software implementation is 6 months from the date of signing of contract agreement by the successful bidder and IIA, Bangalore till the Go-live. This would be followed by a Post Go-Live Stabilization Support for 3 months and followed by one (01) year of warranty period which will start after the completion of stabilisation period (From the date of issue of FAC). Also, additional period of five (05) years for Maintenance support after the completion of warranty period. On placement of respective Orders for the same.

2.4.2 The Bidder is expected to provide details of end-to-end project plan, milestones, resource loading plan, etc. with timelines. The project commences from the day the contract is signed by both



the parties on mutually accepted terms and conditions.

## **2.5 MODULES FOR FUNCTIONAL IMPLEMENTATION**

These are only functional modules visualised from the perspective of meeting the objectives. Any other module required as part of the whole system is automatically considered as part of the job and does not warrant any extra commitment and provision of funds. Such modules are considered as part of the design, development and implementation of the whole software. Detailed Module requirement is as per Scope of Work mentioned in Chapter- 3 of Volume-II.

- (a) Stores and Purchase Management
- (b) Inventory and Asset management

## **2.6 SCHEDULE OF REQUIREMENTS**

2.6.1 Briefly, the agency shall perform following steps, and shall deliver software components, along with all dependencies, and documents, for/to IIA, Bangalore in regard to the implementation of institute Management Application Software :

- a) System and Process study and Gap Analysis.
- b) Development of prototype
- c) System Design, Development
- d) Implementations
- e) Integrations and Data migration
- f) Installation in Local infrastructure.
- g) Quality Assurance and debugging
- h) Concurrent and real-time-real-situation runs
- i) Manuals for Users, Developers & Training and Entity Relationship (ER) diagram.
- j) Handover of ownership with details
- k) System Requirement Specifications (SRS)

2.6.2 On-site rectification and maintenance support for five years after warranty period.

## **2.7 CHANGE MANAGEMENT**

2.7.1 The bidder would be required to set up Application Software Change Management helpdesk



during the course of the Project Implementation for answering routine queries pertaining to Application Software implementation project and providing Application Software Change Management workshops, for IIA, Bangalore users.

2.7.2 The Bidder's response to this bid document must provide details of the Application Software Change Management helpdesk, communication model and approach, and proposed team composition.

2.7.3 The team must be headed by an Application Software Change Management consultant/Training Manager, as specified in team profile requirements in this RFP.

## **2.8 IIA RESPONSIBILITY FOR DATA MIGRATION**

IIA shall provide the required information about the existing database and shall provide the legacy data in the form it is available in IIA. IIA shall cleanse, rationalise and validate the data with Bidders assistance for migration. Data Entry, if required, shall be the IIA's responsibility and the same shall be done with the Bidder's guidance and assistance using the data entry programs/ applications / tools developed and deployed by the selected bidder.

## **2.9 DATA MAPPING AND CLEANSING**

2.9.1 It is assumed that there would be a significant difference between existing database table structures and database table structures of the Application Software supplied by the successful bidder. There must be mapping done between existing tables and proposed tables and data to be made compatible for migration into new tables. A comprehensive data mapping exercise must be undertaken by the bidder before embarking on data migration.

2.9.2 In the event of any gaps in data migration, the bidder shall discuss with IIA in finding the best solution. The bidder's responsibility shall be to ensure that data migration is complete in all aspects, within time so that the requirements of the implementation are fulfilled.

## **2.10 REQUIREMENT OF DATA MIGRATION**

2.10.1 The successful bidder shall formulate the "Data Migration Strategy Document" which will also include a quality assurance mechanism. This will be reviewed and signed-off by IIA Project Manager prior to commencement of the data migration.

2.10.2 All the legacy data will need to be migrated as per the requirements.

2.10.3 The successful bidder shall convey to IIA in advance all the mandatory data fields required for functioning of the proposed solution and which are not available in the legacy systems/ spreadsheets that are required to be obtained by IIA.

2.10.4 The successful bidder shall develop data entry programs / applications or deploy any data migration tools that may be required for the purpose of data migration in order to capture data available with/ obtained from IIA in non-electronic format.



2.10.5 IIA and the bidder shall mutually conduct the acceptance testing and verify the completeness and accuracy of the data migrated from the legacy systems to the proposed solution.

## **2.11 OTHER ACTIVITIES TO BE COMPLETED BEFORE GO-LIVE**

2.11.1 Authorization Matrix / User Roles & Responsibilities is to be completed, got approved from Director, IIA and to be configured in the solution.

2.11.2 Ensure all training has been conducted satisfactorily (Functional and Technical Training).

2.11.3 Entire Application Software is tested and verified. There should not be any pending issues or requirements (both functional & technical)

2.11.4 Complete IT and non-IT infrastructure are to be tested to ensure that the Application Software is working seamlessly across all locations and there are no issues pending.

2.11.5 Review the usage and performance of the Application Software till it stabilises.

2.11.6 Documentation of the issues/ problems that come up and solutions thereof.

2.11.7 Final configuration/integration and testing.

2.11.8 Check the completion of the Data Migration and obtain sign off from IIA.

2.11.9 All user manuals are to be completed and approved from IIA.

2.11.10 System configuration and other documents as mentioned in this RFP are to be completed and approved from IIA.

2.11.11 All the software codes and relevant requirements as per RFP are verified and handed over to IIA Project manager.

2.11.12 Successful Bidder shall submit standard parameters for auditing and quality control of the Application Software and demonstrate their effectiveness to the Quality Review Group.

2.11.13 Third Party Audit: IIA may, at its own cost, decide to conduct a third-party audit of the implemented Application Software including any third-party audit w.r.t security as per the guidelines of Central Government of India. The bidder will have to make necessary changes in the configuration and/or solution as per the recommendations of the third-party auditor/ IIA without any additional cost to the IIA.

## **2.12 POST GO-LIVE STABILISATION SUPPORT**

The post go-live stabilisation support provided by the bidder would cover the following:



- 2.12.1 The bidder shall provide post go-live stabilisation support, as a part of this project, by deploying the same technical & functional consultants at site for full three months / one financial quarter after Go-Live, as were involved during the implementation.
- 2.12.2 The cost of this shall be borne by the bidder.
- 2.12.3 During the Stabilisation period the bidder would help IIA, Bangalore users to correct any troubleshooting while doing transactions or generating reports.
- 2.12.4 The bidder will update the user manuals and configuration manuals if required.
- 2.12.5 Any required configuration and/or customization required during this phase would be done by bidder without any additional cost to IIA, Bangalore.
- 2.12.6 Bidder shall maintain sufficient team size to support seamless operations and maintain the SLAs proposed in this tender document

### **2.13 SYSTEM AND SOLUTION DOCUMENTATION**

The bidder will provide detailed final system documentation for the reference of IIA, Bangalore. Two sets of hard copies of all documentations along with the soft version shall be supplied by the bidder and shall include but not limited to the following:

- 2.13.1 All Application Software components and associated third party software product related documents and warranty certificates.
- 2.13.2 Configuration document consisting of system setting and parameters for each functional module
- 2.13.3 Standard Operational Procedure (SOP) manuals
- 2.13.4 Documents related to data structures/tables & Entity Relationship (ER) Diagram.
- 2.13.5 On-line help manuals
- 2.13.6 Technical manuals
- 2.13.7 Installation guides
- 2.13.8 System administration and Operations & Maintenance manuals
- 2.13.9 Toolkit guides and troubleshooting guides
- 2.13.10 User manuals including system instructions and use cases, how to run a program to perform specific tasks in the system with sample reports, screen formats etc.





- 2.13.11 Program flow and descriptions
- 2.13.12 Training manuals
- 2.13.13 Any other documentation required for usage of the implemented solution by the bidder.
- 2.13.14 All documents mentioned above as well as any other standard documentation for the product will be supplied as part of this contract.

**2.14 SYSTEM PERFORMANCE GUARANTEE**

- 2.14.1 Performance guarantees shall be provided by the bidder for the solution capabilities of Application Software and modules supplied and implemented.
- 2.14.2 The bidder is required to advise IIA, Bangalore on an appropriate systems environment upgrade during the post-implementation period of Application Software implementation.
- 2.14.3 IIA, Bangalore requires the Bidder to ensure that all the agreed performance criteria such as response time, concurrent users etc. are met during implementation, Go-Live, post Go-Live stabilisation period and post- implementation support period.
- 2.14.4 IIA, Bangalore requires adherence to claims by the Bidder and Application Software product OEM about the solution, Application Software product capabilities as well as high availability and reliability.

**2.15 SYSTEM PERFORMANCE REQUIREMENTS**

**2.15.1 PERFORMANCE CRITERIA**

The bidder would be required to perform monitoring tests to measure performance times during peak load using load monitoring tools. The measured metrics shall be as follows:

<b>TABLE 2.1 RESPONSE TIME PERFORMANCE CRITERIA</b>	
<b>Measurement</b>	<b>Response Time</b>
End to End response time (End User to Core Application and back)	For LAN Users < 1 sec
<b>Time for Report Generation:</b>	
Simple Report	< 5 sec (Simple)
Medium Complexity report	< 30 sec (Medium)
High Complexity report	< 1 min (High)



## 2.16 OPERATIONS AND MAINTENANCE

<b>TABLE 2.2: OPERATION &amp; MAINTENANCE DURATION SCHEDULE</b>	
<b>Description</b>	<b>Duration</b>
Warranty Period of Application Software Solution	1(One) Year after Go-Live stabilisation period and shall include Development Change Requests to allow enhancements (based on the capacity / effort estimates required and captured as part of this RFP).
Maintenance Support for Application Software start from the end date of warranty period	5 (Five) years (Subject to extension based on the satisfactory services rendered.)
Development Change requests to allow enhancements to Application Software as requested by IIA, Bangalore start from the end date of warranty period	5 (Five) years (based on the capacity / effort estimates required and captured as part of this RFP), subject to extension on the satisfactory services rendered.

2.16.1 The operation & maintenance period shall commence after the end of warranty period.

2.16.2 During the period of warranty, bidder shall remain responsible to arrange replacement and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the IIA, Bangalore's Authority in this regard to direct the Successful Bidder to attend any damage or defect in work shall be final and binding on the Successful Bidder.

2.16.3 Bidder agrees that if equipment is required to be taken outside IIA, Bangalore premises for repair or replacement, suitable spares would be provided, and the cost of transportation and other expenses will be borne by the Bidder.

## 2.17 MAINTENANCE SUPPORT

2.17.1 Application Software Operation and Support: The bidder will provide the Operations and Support Team for Maintenance support phase, for supporting the Application Software. Bidder should propose appropriate manpower to cover L1, L2 and L3 activities. The support (L1, L2, and L3) shall include technical expertise, process implementation, policies compliance, governance and reporting.

2.17.2 The Bidder Support Team shall provide below mentioned services:



- (a) An online helpdesk to support and facilitate resolution of Incidents and Problems during the warranty period.
- (b) The bidder shall provide and implement updates & patches of the Application Software and tools to IIA, Bangalore as and when released by OEM without any additional cost.
- (c) The nature of support would be 24 x 7. The normal technical support hours would be 9:00AM to 5:30PM from Monday to Friday every week (Excluding Government Holidays). However, after that time and on Sundays (24 x 7), the nature of Support would be on On-Call basis only for critical high priority incidents.
- (d) The functional/ technical support shall be provided by trained and experienced functional and technical experts appointed by the bidder. Each member of the functional and technical support team must have a minimum total working experience of 2 years in the relevant field.
- (e) Any change in resource should be intimated at least 2 weeks in advance. IIA, Bangalore would conduct a formal interview before deployment of on-site resources.
- (f) The following ticket logging mechanisms need to be provisioned by Bidder for the Service Desk:
- (i) Phone Calls
  - (ii) E-Mail and
  - (iii) Self-Help web-based tool
- (g) Categorization, Response and Resolution timelines



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

**TABLE 2.3 CATEGORIZATION OF INCIDENTS**

Level	Criteria	Expected Response and Resolution time
<b>Critical</b>	Complete system Crash (OR);	<ul style="list-style-type: none"> <li>❖ Response Time: During business hours – Within 30 minutes.</li> <li>❖ Resolution Time: During business hour-Within 4 Hours</li> </ul>
	Any incident due to which 50 or more users cannot access the Application software, data and hardware components that are part of proposed Application Software.	<ul style="list-style-type: none"> <li>❖ Response Time: Non - business hours - Within 1 hours or (earlier as per business hours if business hours begin)</li> <li>❖ Resolution Time: During Non-business hour 8 hours (earlier as per business hours if business hours begin)</li> </ul>
<b>Major</b>	System disruption in part/s of the System- Directly impacting revenue processes with no workaround (OR); Any incident due to which 10 to 25 users cannot access the Application software, data and hardware components that are part of the proposed Application Software. OR;	<ul style="list-style-type: none"> <li>❖ Response Time: During business hours – Within 60 minutes.</li> <li>❖ Resolution Time: During business hour –within 1 day</li> <li>❖ Response Time: During Non-business hours - Within 1 hours or (earlier as per business hours if business hours begin)</li> <li>❖ Resolution time: During non-business hour – within 2 days (earlier as per business hours if business hours begin)</li> </ul>
<b>Minor</b>	System disruption in a part of the system. Not impacting revenue processes but causing operational inefficiency with no work-around (OR); Any problem due to which 1 to 9 users cannot access the Application software, data and hardware components that are part of proposed Application Software	<ul style="list-style-type: none"> <li>❖ Response Time: During business hours -Within 4 hours.</li> <li>❖ Resolution Time: During business hours –within 3 days.</li> <li>❖ Not supported during non-business hours</li> </ul>

**Table 2.4 CATEGORIZATION OF CONFIGURATION CHANGES**

Level	Criteria	Expected Response and Resolution time
<b>Critical</b>	<p>Configuration changes which are critical to day to day working and require immediate change. Below mentioned are examples of configuration change at critical level</p> <ul style="list-style-type: none"> <li>❖ Addition or deletion of an authority level.</li> <li>❖ Changes in Tax slabs etc.</li> <li>❖ Change in tariff policy</li> <li>❖ Change in SOP with critical effect.</li> <li>❖ Generation of simple reports from masters</li> </ul>	<ul style="list-style-type: none"> <li>❖ Response Time: 4 hours</li> <li>❖ Resolution Time: Bidder should implement configuration change within 2 days from date of IIA, Bangalore approval</li> </ul>
<b>Major</b>	<p>Configuration changes which are major but not critical to day to day working and require immediate change. Below mentioned are examples of configuration change at major level</p> <ul style="list-style-type: none"> <li>❖ Change in SOP with major effect.</li> <li>❖ Joining a new employee etc.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Response Time: 8 hours</li> <li>❖ Resolution Time: Bidder should implement configuration change after successful testing within 4 days from date of IIA, Bangalore approval.</li> </ul>
<b>Minor</b>	<p>Configuration changes other than critical and major for day to day working. Below mentioned are examples of configuration change to minor level</p> <ul style="list-style-type: none"> <li>❖ Change in process (addition or deletion) etc.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Response Time: 8 hours</li> <li>❖ Resolution Time: Bidder should implement configuration change after successful testing within 8 days from date of IIA, Bangalore's approval.</li> </ul>

## 2.18 DEVELOPMENT CHANGE REQUESTS

2.18.1 After the stabilisation period till the end of warranty period there may be requirement of developmental changes in Application Software as per requirement of the institute. Bidder also has to quote man hours' charges for five years of support which will start after the stabilisation period and this will not contain bug fix and update release. Bug fix and update release should be reported



and handled by Bidder at no additional cost. Expected number of man hours which will be required to complete the development activities during each year of support is given below. The number of man hours given below is approximate and can increase or decrease based on the requirement. The payment of Change request will be after the request has been generated by the IIA, Bangalore team.

2.18.2 Expected during the Warranty Period and subsequent 5 years of maintenance support is **800 man hours per year**.

2.18.3 Scope of work for development change support must be out of scope of usual support activities and should have prior approval from IIA, Bangalore.

2.18.4 Development work would include change request, customization to existing reports or forms, changes to workflow, and new report development. This would also include any future integration effort with existing or new applications.

2.18.5 The procedure for approval of development cost would be followed as mentioned below: -

- a. IIA, Bangalore would intimate the requirement via email, letter to Bidder's team.
- b. Bidder's team will raise the Change request.
- c. Discussions may happen between IIA, Bangalore and Bidder in understanding the requirements. Then Bidder would be required to submit the effort estimations required to meet the requirements.
- d. IIA, Bangalore team would jointly verify the effort estimations, Bidder may be asked for the presentation for justifying the effort estimations submitted, if required.
- e. After obtaining the approval from the competent authority, the Bidder team will be communicated through an approval letter. IIA, Bangalore may reject the effort estimations and Bidder may be asked for new effort estimations if rejected.
- f. The approved effort estimations would be deducted from total man hours (capped at 800 man hours per year) after the completion of the work.

## **2.19 SOLUTION ARCHITECTURE**

2.19.1 Backup Solution (Backup Server) would be a key system to ensure Data Security, Continuity and Availability for the overall solution and it should be implemented in High Availability mode with load balancing function. Backup Server should be implemented using redundancy.

2.19.2 It is expected from the selected Bidder to come up with a detailed solution proposal in the Solution Design Document and ensure data security during implementation of the complete



solution.

2.19.3 The minimum indicative list of requirements, including but not limited to the following:

- a. **Application server:** The solution should be provided in High Availability (HA) mode with load balancing (LB) feature. (This would require 2 similar hardware and a mirror copy of the application and database). The solution should be in Master-Master mode.
- b. **Backup Server:** This would require a separate hardware from Main Server which will be a simple backup solution. It can be a simple NAS or SAN based solution depending on the volume of data, speed and frequency of the backup required. It should have features to reduce storage space required for data archival (compression of data before storing or features like snapshot), encryption of data for confidentiality and decryption before restoration).
- c. **Logging server:** This is again a separate hardware from #1 as it requires to ensure that logs will not be tampered in any case, even by the system administrator level of users.

2.19.4 Following are the minimum indicative list of tasks, including but not limited to, required to be carried out by the selected Bidder:

- a. Type of backup and Backup Schedules should be carefully planned by the selected Bidder, should be approved from IIA and should be configured in Backup solution to automate the data backup process.
- b. Bidder should ensure that the archived data should be encrypted using industry leading encryption methods. Providing proper and safe management of Encryption keys would be the responsibility of the selected Bidder.
- c. Bidder should configure the system to optimally utilise the space. Whenever feasible, data compression methods should be utilised to use space optimally, though IIA should be appraised without fail on restoration time that would be needed in case compression is used.
- d. The Backup solution should be configured in an additional hardware which has a mirror copy of the application and data and which will be made up as and when the primary system or server is completely down.

2.19.5 For any such requirement as mentioned above, IIA may decide to use the existing capacity or to upgrade the hardware as per scalability feature available in the equipment. Selected Bidder need to configure system or equipment as per requirement of IIA without any additional cost to IIA.

2.19.6 All the logs generated shall be categorised in different categories such as Audit Logs, Security Logs, System Logs, Debugging Logs, etc. The selected Bidder shall provide its recommendation on the retention period of these logs and the shall be approved from IIA.

2.19.7 The server should be configured and enabled to ensure that logs will not be tampered



in any case, even by the system administrator level of users.

2.19.8 Server should be configured to store logs in a structured manner to ensure fast and easy log search.

## **2.20 OVERALL SECURITY, CONFIDENTIALITY AND PERFORMANCE**

2.20.1 The overall solution must be designed to cover the following objectives:

- a. **Confidentiality:** Information within the solution should be confidential.
- b. **Integrity:** Information within the solution should be in its original or expected form.
- c. **Availability:** Information within the solution should be accessible to the authorized and legitimate users of IIA.
- d. **Functionality:** The offered solution must meet all the IIA requirements mentioned in this RFP.
- e. **Ease of Use:** Every information system/ modules & sub-modules should be easy to use, and should require a minimum time to learn.
- f. **Scalability:** Bidder shall ensure that the offered solution can work smoothly in higher workloads when the number of users grow.
- g. **Compatibility:** Bidder shall ensure easy import / export features and integration with the other applications (e.g. Tally)
- h. **Security:** Bidder shall ensure the capability of the Application Software to prevent one unauthorised person from being able to reach information and data. Different types of users can be at different levels of access rights.

## **2.21 PROJECT DELIVERABLES & TIMELINES**

2.21.1 The implementation of Application Software has to be completed within 09 months from the date of signing of contract.

2.21.2 The project will be planned in a single phase with various stages, which will be mutually decided between IIA and successful Bidder. Bidders are encouraged to propose the stages and deliverables for the sake of comprehensiveness based on their experience of delivering similar projects which can enhance the quality of work.

2.21.3 It is expected that the project will move from one stage to the next only when the deliverables of that stage are accepted and approved by IIA.

2.21.4 The submission of deliverable will be deemed complete after the submission of hard





Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

---

& soft copy of the deliverable and presentation by the bidder.

2.21.5 Bidders should note that all deliverables as part of Application Software implementation, as per the RFP and those necessary for the successful completion of the project needs to be provided, whether exclusively mentioned or not. If IIA requests for any other reasonable documents/ deliverables considering the project requirements, Bidder will have to provide the same.

**~End of Chapter 2~**



## **CHAPTER- III: DETAILED SCOPE OF WORK**

### **3.0 SCOPE OF WORK FOR FUNCTIONAL MODULES**

The scope of services for the Bidder is defined below in a broader sense and not limited to.

#### **3.1 PROCUREMENT MODULE**

##### **3.1.1 Vendor Master:**

- (a) Should have a Form to register vendors, by filling in details such as Vendor Name, Address, Email, Contact Number, Primary Business category, Account details, if registered in GeM/ CPPP etc., accessible to all users subject to approval by the Purchase Officer.
- (b) Unique code based on vendor category should be generated. And to be able to search/ filter on vendors based on the product category, purchase history etc.,
- (c) Provision to categorise vendors based on criteria such as – Indigenous/ Foreign, PSU/ Non- PSU, MSE, Proprietary etc.,
- (d) Provision to debar a vendor in the master, and update the reason for the same. And, to remove from the debarred list of vendors.

##### **3.1.2 Material/ Job/ Works Master:**

- (a) Should have a Form for creating material/ job/ works code by an end user, indicating 'Mode of procurement' with necessary Annexure to be filled in as per mode:
  - (i) Proprietary: Then select the vendor for Proprietary along with justifications.
  - (ii) Limited Preferred Vendor Tender: Choose a minimum of four vendors for sending out the tender enquiries and justification for choosing preferred vendors.
  - (iii) Open Tender
  - (iv) Brand Specific Open Tender
  - (v) Global Tender.
- (b) Should have the option to create material for goods (automatic generation of material code) based on categories such as Capital & Consumable and customizable sub-category such as Computer & Peripherals, Equipment, Furniture etc., in material master with UOM, end of life and book value.



- (c) Should have the option to create a job for service (automatic generation of job code) based on categories such as AMC, Repair, Consultancy, Rate Contract etc.,) in Job master with UOM, Value.
- (d) Should have the option to create works (automatic generation of works code) with customizable sub categories.
- (e) Should have provision to update depreciation rate for each material (categorised as Capital) based on the subcategory of the material.
- (f) Provision to update and identify if the material is indigenous or imported.
- (g) Provision to update minimum, maximum and re-order level for the material.
- (h) Search/ filter on materials based on material code/ category/ description of materials.
- (i) Maintain and track information regarding the condition of material such as good, obsolete, broken etc.,
- (j) Shall display storage location of the material – shelf, rack, zone, building etc.,
- (k) Shall allow you to upload images, drawings against each material code for identification.
- (l) Provision to update and track shelf life of perishable materials.

### 3.1.3 Indent Creation:

- (a) Should capture the contact details of the Indentor (to be reflected in every screen of the workflow from Indent Creation till Invoice Processing), need aspect details and provision for uploading Prior Approvals like Budget Provision, Recommendations by relevant authorities etc.
- (b) Should have option to create Indent by Indentor by choosing material/ job/ works and filling in following details in a form:
  - (i) Choosing Quantity, Consignee(s) (pre-defined customizable locations).
  - (ii) Update Budget Code.
  - (iii) Select Project Name, if it pertains to any project.
  - (iv) Provision to upload tender documents such as Technical specifications or GeM link, Scope of Work etc.
  - (v) If a pre-bid meeting is required for the tender, and the details such as date,



venue etc.

- (c) Upon choosing pre-approved material/ job/ works code, the corresponding mode of procurement details, value shall be auto populated from the master.
- (d) For Rate Contract indents, entering the estimated rate, period of contract and option to choose single or multiple jobs.
- (e) Notifications to each approving authority on receiving the indent in their approval queue.
- (f) Notifications to purchase dept. and end user once approved, along with auto generated unique indent number.
- (g) Functionality to assign the indent by Purchase Head to a particular employee in Purchase Dept. and the employee/ Indentor being notified after assigning of indent.
- (h) On selection of the Indent, the current approval status and Stage of the Indent (Tender Request / Tender Evaluation/ PO, Delivery, Invoice Process etc.).
- (i) All indents to be sent for approval as per the customizable (by IIA personnel) predefined approval workflow depending on Indent for, type, Project, Department, Value.
- (j) Based on the Material Master Wherever Proprietary or Brand Specific items are selected, the Indent Workflow should be routed to Competent Authority and Proprietary Article Certificate, Brand-PAC should be generated automatically.
- (k) Provision to hold the approval of an indent, if there are insufficient funds.
- (l) Should have provision to capture the status of Indent based on the corresponding entries generated against the indent, such as Tender Request, Tender Evaluation, PO/ SO/ WO.
- (m) Provision to re-submit the indent after changes and editing, if returned seeking information during the approval process. Notification to all the recommenders who have already approved the indent, regarding the information requested, and the changes made before re-submission by the indentor.
- (n) Auto-reminders to the respective approvers, if pending in their queue for more than 3 days.
- (o) Provision to capture the status of indent based on the corresponding entries generated against the indent, such as Tender Request, Tender Evaluation, PO/ SO/ WO.
- (p) Provision to view purchase history of a material/ Job chosen by the Indentor, while creating the indent. The history shall display details of corresponding previous orders issued,



along with vendor details.

(q) The upper price limit for sub-categories: Desktop and laptop shall be as per the predetermined amount, based on the department of the Indentor.

(r) Provision to update multiple UoM (Unit of Measurement) for materials while raising indent and releasing of PO.

(s) Maintain user defined/ standard templates for Expression of Interest (EoI), Request for Proposal (RFP) etc.,

(t) Provision to collect requirements from various departments for commonly used and required materials.

(u) Provision to cancel the indent while the approval process is in progress. The indentor shall reach out to Purchase Dept. for cancellation of indent along with reason. Purchase Dept. shall update the status as 'Cancelled' in the application. The same shall be notified to all the recommenders who have already recommended the indent, with the reason for cancellation.

(v) Provision to close an approved indent by the Purchase Dept., based on the request received from the indentor. If the indent processing is in progress and the good/ service is no more required, then indentor requests Purchase Dept. for closing the indent. The Purchase Dept. shall close the indent along with reason for closure. Provision to also cancel the corresponding entries generated against this indent. The notification to all the recommenders and approver of the indent upon closure, and reason for closure.

(x) Notification to all the recommenders in the approval workflow, who have already approved the indent, regarding rejection by one of the recommenders.

#### 3.1.4 Tender Request Creation:

(a) Should have the option to create Tender Request against an approved indent.

(b) The following Fields are to be populated in the Tender Request screen:

(i) Title of the Tender

(ii) Opening and Closing Date of Tender

(iii) Selection of mode of procurement (GeM, CPPP, Proprietary or Limited tender enquiry)

(iv) GeM: Provision to update details such as Direct Purchase up to Rs.25,000/-, Direct Purchase with comparison up to Rs.5 Lakhs, and GeM Bid. If chosen as GeM



Bid, provision to update the material category and auto send notification to all the GeM registered vendors in the master under that material category.

(v) CPPP: Provision to update CPPP Tender ID and Tender details such as Published Date, Last Date, Opening Date. Provision to update the material category for the tender and auto send notification to all the CPPP registered vendors in the master under that material category.

(vi) Type of Tender Enquiry: Proprietary & Limited Tender Enquiry.

(vii) Selection of Indent(s), along with the materials.

(viii) Updating Tender terms such as last date for submission, applicable taxes, consignee & billing address, Inco Terms, Payment Terms, LD Clause, applicable Performance & Warranty Security, Bid Security Declaration, MII Status Declaration.

(ix) Uploading of Tender documents such as RFP, Technical Specifications, Scope of Work etc., and automatically import these documents from indent.

(x) Provision to choose single or multiple vendors on the screen.

(c) Should have the option to auto-generate by default and upload General Terms and Conditions.

(d) Should have provision to choose/ upload Special Terms and conditions, specific to a tender.

(e) Notification to approving authority on receiving the same in their approval queue.

(f) Notification to the creator, end user on approval of tender request.

(g) On approval, there should be provision to send the PDF format of the Tender Request (in a prescribed format) to the selected vendors through IIA email, along with uploaded tender documents.

(h) Record and update pre-bid discussions held, during the pre-bid meetings, and arrive at necessary amendments to be made, for issuing corrigendum. Track the amendments in Tender Documents, and various versions.

(j) Provision to cancel the Tender Request, if the corresponding indent is closed.

### 3.1.5 Tender Evaluation:

(a) Mode of Procurement: The data relating to the mode of procurement shall be auto populated from the Tender Request screen.

(i) Proprietary: The vendor for proprietary chosen in the tender request to be auto



populated.

(ii) Limited Tender Enquiry: The vendors chosen while sending limited tender enquiry to be auto populated.

(iii) CPPP or GeM: CPPP Tender ID or GeM Bid ID with Tender details such as Published Date, Last Date, Opening Date.

(b) Provision to choose type of Bid: Single Bid or Two Bid system.

(c) If chosen as Single bid, then provision to upload techno-commercial offer(s) in spreadsheet format with bidders' names, quoted prices and other commercial terms such as delivery period, INCO term, payment term, warranty period, LD clause applicability, Performance & Warranty Security, Taxes & other applicable charges, EMD (if applicable), bid validity, Contract Period (if applicable). This data should be generated in tabular format on screen.

(d) Provision to generate Comparison Sheet for Proprietary and Limited Tender.

(e) Provision to upload Comparison Sheet for GeM Bids & CPP Tenders.

(f) If Indent value is less than Rs.5 Lakhs, then provision to notify Indentor after uploading the offers(s) along with comparative statement, by the Purchase Department.

(g) Upon reviewing the offers(s), the Indentor shall submit their response/recommendation as 'Qualified' or 'Not Qualified', along with reasons/ remarks for 'Not Qualified' bidders.

(h) Notification to Purchase Department on submission of response by Indentor, in order to propose PO/SO/ WO.

(i) Provision for Purchase Dept. to send back the evaluation to the Indentor for review, if any.

(j) If chosen as Two Bid System:

(i) Technical Bids:

(A) Provision to upload technical bids received for all modes of procurement (Proprietary, Limited Tender, Global, GeM and CPP), along with bidders' names in spreadsheet format. This data should be generated in tabular format on screen.

(B) Provision to generate Technical Compliance Sheet for Proprietary and Limited Tender.



- (C) Provision to upload Technical Compliance and Comparison Sheet for GeM Bids and CPP Tenders in spreadsheet format. This data should be generated in tabular format on screen.
- (D) If Indent value is less than Rs. 5 Lakhs, then provision to notify Indentor after uploading the technical offers(s) along with comparative statement, by the Purchase Department.
- (E) Upon reviewing the technical offers (s), the Indentor shall submit their response/ recommendation as 'Qualified' or 'Not Qualified', along with reasons/ remarks for 'Not Qualified' bidders.
- (F) Notification to Purchase Department on submission of response by Indentor, for opening of financial bids.
- (G) Provision to upload financial bids of technically qualified bidders, and view the ranks (L1, L2 etc.,) and propose PO/ SO/ WO.
- (H) Notify Indentor on submission of financial bids and proposal of PO/ SO/ WO.
- (ii) Formation of Techno-Commercial Evaluation Committee:
- (A) If Indent Value above Rs. 5 Lakhs, then provision to send request to the director, for formation of Techno-Commercial Committee. The details such as – Indentor, Indented materials, value, mode of procurement, participated bidder(s), technical bids, Technical Compliance and Comparison Sheet shall be visible and accessible by the Director for formation of Committee.
- (B) Provision for the Director to nominate the members of the Committee along with a Chair, by choosing their names from the list of users, and assign the role of members (Chair & Member) accordingly.
- (C) Once nominated by the Director, the committee members are to receive notification on formation of the committee by the Director. The members shall have access to view all the details of the technical bid – bidders' details, technical offer(s), Technical Compliance and Comparison Sheet etc.,
- (iii) Technical Evaluation:
- (A) Upon reviewing the technical offer(s), each committee member shall have provision to submit the response as 'Qualified' or 'Not Qualified', along with reasons/ remarks for 'Not Qualified' bidders.
- (B) On submission of response from all the members, provision for the Chair to view the responses and submit their response accordingly.





- (C) Upon submission of response from the Chair, notification to the Purchase Department, in order to open the financial bids.
- (D) Provision for Purchase Dept. to send back the evaluation to the Chair for review, if any.
- (iv) Financial Bids & Evaluation:
- (A) Financial bids of technically qualified bidders are opened accordingly by the Purchase Department, and uploaded in spreadsheet format which will be displayed in tabular format on screen.
- (B) Notification to Committee members to view and access the financial bids and view the ranks (L1, L2, etc.,)
- (C) Upon reviewing the price bids and commercial terms, members submit the response as approved, along with respective remarks/ comments.
- (D) Upon submission of response from the members, notification to Chair for submission of their response as approved.
- (E) Once approved by Chair & members, notification to the Purchase Department and provision for them to further submit it to the Director for final approval.
- (F) Upon approval from the Director, notification to the Purchase Department & Committee members, and provision to generate the 'Techno-Commercial Evaluation Committee's Recommendation Report', in a pre-defined format.
- (G) The details to be populated in the Techno-Commercial Evaluation Committee's Recommendation Report: – Indent No, Indentor's Name, Indent Date, Indented Material(s), Mode of Procurement, Enquiry No/ GeM ID/ CPPP Tender ID, Participated Bidders, Technical Qualification Status & Remarks, Quoted Price details with rank (such as L1, L2, L3 etc.), Successful L1 Bidder's Name with other tender terms such as Delivery Period, Warranty, LD clause applicability, Performance & Warranty Security, Taxes & other applicable charges, Payment terms, INCO Term, EMD (if applicable), bid validity, Contract Period (if applicable).
- (H) Provision to propose PO/ SO/ WO, on approval and generation of 'Techno-Commercial Evaluation Committee's Recommendation Report'.
- (k) Track bid validity period, and provision to generate notifications for extensions if



required.

- (l) Provision to track EMD received and notifies to arrange for returning to vendors.

### 3.1.6 Purchase Order Generation:

- a) Should be able to create Purchase Order (PO) based on the tender request(s) and corresponding indent(s).
- b) Should have the provision to update details under following fields in the PO screen:
  - a. Choose tender request(s), and corresponding indent(s) with material details.
  - b. Update Material description, quantity, rate, currency, exchange rate etc.
  - c. Enter details of additional applicable charges such as GST, Duties, Freight charges etc.
  - d. Enter details relating to Warranty, Consignee address, Billing address, Delivery period, if LD clause applicable, INCO Terms, Payment Terms.
  - e. Select vendor name from the master (for Non-GeM orders). For GeM orders, P.O. to be generated with a Generic Name with a provision to update the vendor details after approval.
  - f. Update additional terms and conditions such as applicable PBG to be submitted, transporter/ freight forwarder details etc..
  - g. The budget code & project details to be automatically populated from the corresponding indent & material master.
  - h. Provision to fetch Bank Account details of the vendor from the bid documents submitted.
- c) Upon filling in relevant details in the PO screen, the purchase order shall be submitted for approval.
- d) Notifications to each recommending/ forwarding/ approving authority on receiving the PO in their dashboard and Auto-reminders on a daily basis to the respective recommenders/ forwarders/ approvers, if pending. During the approval process, if the PO is returned to the creator for more information and once resubmitted after changes, then all the recommenders in the workflow who had already approved the PO, shall be notified of the process trail and changes done.
- e) The approval workflow shall be based on the predefined workflow for respective departments, projects, and PO value limits.



- f) On approval, notification to Purchase Dept., along with the Indentor, consignee/ field station in-charge with the PDF format of the PO doc in a prescribed format.
- g) Two versions of PO to be generated: Internal copy with all the notings/ remarks during approval process, and an external copy to be shared with vendors.
- h) The PO doc shall contain the details of Competent Authority approving the PO.
- i) Provision to update and upload GeM contracts against the corresponding PO.
- j) Provision to update Performance & Warranty security details in the approved PO, once it is submitted by the vendor. This shall be provided in the form of Bank Guarantee, Fixed Deposit Receipt, Demand Draft etc. Auto-reminder to purchase department on expiry of validity of performance & warranty security, to return to the vendor.
- k) Auto alerts to purchase and stores personnel and the indentor, on completion of warranty period.
- l) Provision to email the external copy of PO (in PDF format) to the vendor.
- m) Provision for displaying the notings / remarks by recommending/ forwarding/ approving authorities during the approval process and thereafter.
- n) Notification to Purchase Dept., for those purchase orders' whose delivery period is expiring in a week's time, and Provisional Goods Receipt Note (Provisional GRN) is not generated yet.

### 3.1.7 Service Order Generation:

- (a) Should be able to create Service Order (SO) for Services' Indents for any job such as AMC, Servicing/ Repair etc., from tender request(s).
- (b) Provision to update details under following fields in the SO screen:
  - (i) Choose tender request(s), and corresponding indent(s) with activity details.
  - (ii) Update activity description, quantity, rate, currency, exchange rate etc.,
  - (iii) Enter details of additional applicable charges such as GST, Duties, etc.,
  - (iv) Details relating to Consignee address, Billing address, Job Completion period/ contract period, if LD clause applicable, INCO Terms, Payment Terms.
  - (v) Select vendor name from the master (for Non-GeM orders). For GeM orders, S.O. to be generated with a Generic Name with a provision to update the vendor



details after approval.

- (vi) Update additional terms and conditions such as applicable PBG to be submitted etc.,
  - (vii) The budget code & project details to be automatically populated from the corresponding indent & activity master.
- (c) Upon filling in relevant details in the SO screen, the work order shall be submitted for further approval.
- (d) Notifications to each recommending/ forwarding/ approving authority on receiving the SO in their dashboard and Auto-reminders on a daily basis to the respective recommenders/ forwarders/ approvers, if pending. During the approval process, if the SO is returned to the creator for more information and once resubmitted after changes, then all the recommenders in the workflow who had already approved the SO, shall be notified of the process trail and changes done.
- (e) The approval workflow shall be based on the predefined workflow for respective departments, projects, and SO value limits.
- (f) On approval, notification to Purchase Dept., along with the Indentor, Consignee, field station in charge with the PDF format of the SO doc in a prescribed format.
- (g) Two versions of SO to be generated: Internal copy with all the notings/ remarks during approval, and an external copy to be shared with vendors.
- (h) The SO doc shall contain the details of Competent Authority approving the SO.
- (i) Provision to update and upload GeM contracts against the corresponding SO.
- (j) Provision to update Performance & Warranty security details in the approved SO, once it is submitted by the vendor. This shall be provided in the form of Bank Guarantee, Fixed Deposit Receipt, Demand Draft etc. Auto-reminder to purchase department on expiry of validity of performance & warranty security, to return to the vendor.
- (k) Provision to email the external copy of SO (in PDF format) to the vendor.
- (j) Provision for displaying the notings/ remarks by recommending/ forwarding/ approving authorities during the approval process and thereafter.
- (k) Auto alerts to Purchase Dept. and the indentor, two months before the expiry of an AMC.



### 3.1.8 Work Order Generation:

- (a) Should be able to create Work Order (WO) for Works' Indents for any works from tender request(s).
- (b) Provision to update details under following fields in the WO screen:
  - (i) Choose tender request(s), and corresponding indent(s) with works' details.
  - (ii) Update works description, quantity, rate, currency, exchange rate etc.,
  - (iii) Enter details of additional applicable charges such as GST, Duties, etc.,
  - (iv) Details relating to Consignee address, Billing address, Work Completion period/ contract period, if LD clause applicable, INCO Terms, Payment Terms.
  - (v) Select vendor name from the master (for Non-GeM orders). For GeM orders, W.O. to be generated with a Generic Name with a provision to update the vendor details after approval.
  - (vi) Update additional terms and conditions such as applicable PBG to be submitted etc.
  - (vii) The budget code & project details to be automatically populated from the corresponding indent & works master.
- (c) Upon filling in relevant details in the WO screen, the work order shall be submitted for further approval.
- (d) Notifications to each recommending/ forwarding/ approving authority on receiving the WO in their dashboard and Auto-reminders on a daily basis to the respective recommenders/ forwarders/ approvers, if pending. During the approval process, if the WO is returned to the creator for more information and once resubmitted after changes, then all the recommenders in the workflow who had already approved the WO, shall be notified of the process trail and changes done.
- (e) The approval workflow shall be based on the predefined workflow for respective departments, projects, and WO value limits.
- (f) On approval, notification to Purchase Dept., along with the Indentor, Consignee, field station in-charge with the PDF format of the WO doc in a prescribed format.
- (g) Two versions of WO to be generated: Internal copy with all the notings/ remarks during approval, and an external copy to be shared with vendors.



- (h) The WO doc shall contain the details of Competent Authority approving the WO.
- (i) Provision to update and upload GeM contracts against the corresponding WO.
- (j) Provision to update Performance & Warranty security details in the approved WO, once it is submitted by the vendor. This shall be provided in the form of Bank Guarantee, Fixed Deposit Receipt, Demand Draft etc. Auto-reminder to purchase department on expiry of validity of performance & warranty security, to return to the vendor.
- (k) Provision to email the external copy of WO (in PDF format) to the vendor.
- (l) Provision for displaying the notings/ remarks by recommending/ forwarding/ approving authorities during the approval process and thereafter.

#### 3.1.9 PO/ SO/ WO Amendment:

- (a) Should have the provision to create Purchase Order / Service Order/ Work Order Amendment with the flow of approval as in original PO/ SO/ WO. Provision to create amendment in the PO/ SO/ WO with respect to following fields:
  - (i) Value of the order.
  - (ii) Any change in one or more terms of the order. Such as Delivery Period, Consignee location, Taxes/ Duties etc.,
  - (iii) Cancellation of Order.
  - (iv) Short-closure of Order.
- (b) Inputs for generation of amendment to PO/SO/WO with details of amendment listed as FOR, READ AS and the reasons for amendment with provision to attach recommendations.
- (c) The amendment (along with number) and the reason for amendment shall be reflected in the PO/ SO/ WO screen after approval.
- (d) And, the same details shall be accessible and viewed in the amendment screen as well (i.e., both approved & in progress amendments). The complete process trail of the PO/ SO/ WO changes shall be visible.
- (e) Provision to email the amended PO/ SO/ WO (in PDF format) to the vendor.

#### 3.1.10 Contingency Purchase (CP) Invoices:



- (a) Any user should be able to create & submit Contingency Purchase/ Direct Purchase bills by selecting a predefined list of materials. If assets are purchased through contingency, material code to be generated by Stores.
- (b) Fields to be updated in CP Bill screen:
- (i) Vendor's Name
  - (ii) Vendor's Invoice Number & Date.
  - (iii) Create & choose material code from material master.
  - (iv) Choose quantity and unit price.
  - (v) Validate that total cost of the purchase should not exceed Rs. 25,000/-.
  - (vi) Project Details, if any.
  - (vii) Remarks for the purchase (reason/ purpose).
  - (viii) Amount to be paid to – Employee/ Vendor (option to choose).
  - (ix) Upload the scanned copy of the invoice.
  - (x) Select predefined purchase statement (validation required)Project Details.
  - (xi) Remarks for the purchase (reason/ purpose).
  - (xii) Amount to be paid to – Employee/ Vendor (option to choose).
  - (xiii) Upload the scanned copy of the invoice.
- (c) Upon filling in the details, the CP is submitted for approval.
- (d) The approval work-flow shall be based on the predefined workflow for respective departments, projects, and CP value limits (same as indent approval workflow).
- (e) On approval, notification to creator and Purchase & Stores.
- (f) Auto-issuance of material to the creator on generation of CP.

### 3.1.11 Generation of Reports:

- (a) Generation of various reports such as Indent list, Indent history, Purchase/ Work order list, Monthly Quarterly or Yearly reports for POs/ WOs, Commitment to Vendors, Contingency Purchase, Status of PO/WO in respective prescribed format for chosen period, with various filters, such as individual user wise or department wise.
- (b) Provision to download any document uploaded (such as Techno-Commercial, Minutes of Meeting (MoM), etc.) for a set of POs & WOs during a particular period of time.
- (c) Provision to choose the format of the report (Excel or PDF) before generating the report.
- (d) Should have the ability to generate any kind of report by sorting/ grouping/ selecting any parameters (customizable Report Builder).The reports shall be in bi-lingual (English and Hindi) format.



- (e) The following standard reports to be available readily, apart from customizable reports:
- Approved Indent Status: Report with all the details of the indent, such as approved date, assigned to, Tender Request, Tender Evaluation details, mode of tendering, corresponding PO/ SO & approved date, material (with sub-category), vendor name, Indentor name, value of indent & PO, project (if any), GRIN No, Invoice No, GISS No, with provision to generate the report for chosen period. The report should be able to indicate the current stage of the indent, until payment & material issuance. Shall allow generating the report, as an Indentor or as one of the approvers of the indent.
  - PO/ SO List: Generate reports of all the POs and SOs released in a month, quarter or financial year, with approved date, indent no, vendor name, value, material, mode of procurement, tender ID/ bid ID (if any), project (if any), Indentor etc.,
  - Commitment to Vendors: Generate report on all those Indents in progress, on which the invoice is yet to be approved, with all the required fields such as corresponding PO/ SO (if issued), Indentor name, approved date, assigned to, vendor name, value of indent, material (with sub-category), value pending to paid (balance amount, in case of partial payments), corresponding GRIN (if generated), invoice (if approval in progress), for a chosen period, or an on current date.
  - Contingency Purchase: Generate report on all the Contingency Purchases with details of material, end user, value, paid to (employee/ vendor), vendor name and project (if any), for a chosen period or as on current date.
  - Status of PO/ SO: Report on list of PO/ SO, which are yet to be approved, with details of PO/ SO, indent no, Indentor, value range, vendor name, material, submitted date, pending approval with & pending from, as on current date.
  - Techno-Commercial MoM: Run a query to download all the uploaded Techno-Commercial Committee's MoM reports for chosen period.
  - Short-closed & Cancelled Orders: Generate report for all those orders which were short-closed and cancelled through amendment, along with the reason for short-closure & cancellation, for chosen period.
  - List of Indents: Generate report for all indents (submitted, in progress, pending with & approved) for a chosen period of time.
  - AMC Orders: Generate report for current AMC orders, with details of AMC period (expiry date/ last date), AMC for, end user, value, location, vendor name etc., along with provision to view the previously renewed AMCs for the same orders.





- **Performance & Warranty Security:** Generate report for list of Performance & Warranty Securities provided by the vendors for a chosen period of time. Provision to choose the category of security such as BG, FDR, DD etc., along with details of validity of security.
- **Quarterly Vigilance Report:** Generate report for list of PO/SO released in the previous quarter, along with order details such as value, description of goods/ services, indenter, vendor name etc.
- **Monthly Data for Procurement:** Provision to generate report for orders released on a monthly basis, with GeM and Non-GeM Categorization for vendors, and also with sub-categorization for Non-GeM orders such as PAC, Limited Tender, Brand PAC etc.,

### 3.1.12. Dashboard

Customisable Dashboard for various roles: End User, Purchase & Stores Personnel, Recommender, and Approver, to display status of all the entries submitted for approval in Procurement module. The data should also be represented in the form of charts/ graphs, tables etc., and should be real-time.

## 3.2 **INVENTORY MANAGEMENT MODULE**

### 3.2.1 Master Material/ Job/ Works List

- (a) All Material Category, Sub Categories & Material Description are to be generically named except for any scientific items with auto populated Code Number.
- (b) Even for Scientific Items, Material Description should be generically named with consultation of Scientists, Engineers, and Technical staff.

### 3.2.2 Goods Provisional Receipt Note

- (a) Goods Receipt Note page should populate the following details automatically from purchase order:
  - (i) P.O. Number, Indenter name, Field Station, Consignee, Expected Date of Supply, Vendor Name, Email & Mobile No., Warranty Years etc.
- (b) Should have the option to attach photograph and enter Make, Model, Serial Number (if any), Warranty, Other details, etc.
- (c) Should have the option to update received Quantity.



- (d) A new Field of Material Description (linked to Unique Asset Number/ ID) needs to be generated with a link to all the values mentioned in the Master Material List of the particular item(s).
- (e) Option for generation of Provisional Receipt Certificate in pre-defined format denoting all the details mentioned above.

### 3.2.3 Goods Inspection

- (a) Inspection page should fetch all the details from Good Provisional Receipt page & notify End User for updation.
- (b) Option for entering Accepted / Rejected Qty, Installation Date, Commissioning Date (if any) & uploading Installation Report.
- (c) Option for Goods Return (either Permanent or Replacement) should be included in the page.
- (d) Goods Return may either be in full or in partial.
- (e) Option to enter the reason(s) for goods return.
- (f) In case of Goods Return against P.O., immediate mail to vendor for Material Rejection Advice/Rejection Memo.
- (g) Goods permanently returned should have the option to notify Purchase Dept. for amendment of P.O.

### 3.2.4 Goods Receipt & Inspection Report (GRIN)

- (a) Should populate all details automatically from P.O., Goods Receipt Note & Goods Inspection.
- (b) Should fetch details about End User.
- (d) Unique Asset Number/ ID should be automatically generated retaining the values from the Material/ Job/ Works Master and adding Material Description which should be fetched from Provisional Goods Receipt.
- (e) Option for printing Label (QR / Barcode) indicating P.O., Item Description, Serial Number (if any), Indentor Name, and Asset Number & Barcode Generation.
- (f) Goods Receipt & Inspection Number (GRIN) should be generated automatically after submission and saving all the details in the screen with a check for mandatory fields.



### 3.2.5 Inventory Integration

- (a) Once GRIN is generated, auto population into Asset Register, Stock Register & Inventory of End User.
- (b) Goods Issue Number should be auto populated (linked to Issue Register).
- (c) Option for transferring the Material/ Item from one Field Station to another & one person to another directly.

### 3.2.6 Payment Voucher

- (a) Payment voucher page should fetch all details from P.O. & GRIN page automatically.
- (b) Option for Advance, Partial and Full Payment as per P.O./ SO/ WO.
- (c) Goods only that are accepted in the Inspection page should be auto populated.
- (d) Option to create supplementary Invoice by adding the balance Goods also once the replacement is received.
- (e) Option to enter/alter GST, TDS under various sections, other charges like Freight/ Handling Charges etc.
- (f) Balance payable amount should be calculated automatically.
- (g) Should provide an option to integrate with tally account software.
- (h) Should provide an option to export/ import data to/from tally.
- (i) Should have the option to enter Exchange Rate and calculate the payable amount in INR, if the PO amount is in any currency other than INR.
- (k) The approval workflow shall be based on the customisable predefined workflow.
- (l) On approval, notification to Stores Dept., along with the Indentor and the recommenders & approvers.

### 3.2.7 Payment for Import Orders:

- (a) Imports Invoice processing page should auto fetch the following details from selected P.O./ W.O./ S.O. Number:



- (i) Indentor Name
  - (ii) Item Description(s) and Qty
  - (iii) Supplier Name & Address
  - (iv) P.O. Value (Amount & Currency Unit)
- (b) Should have the option to fill the following details:
- (i) Mode of Transaction (Wire Transfer, Letter of Credit, Others)
  - (ii) Account Number to be Debited
  - (iii) Title of the Account (Name)
  - (iv) Foreign Bank Name & Address
  - (v) Branch Name
  - (vi) Account No./ IBAN
  - (vii) Swift Code / BIC
  - (viii) Sort Code
  - (ix) Remarks
- (c) Should print the page in pre-defined format as provided by IIA at the time of designing/ implementation.

### 3.2.8 Demand & Issue of Consumables

- (a) There should be a screen for Demand & Issue of Consumables.
- (b) End User can have the option to enter the Items required where material-in-stock is displayed to him/ her.
- (c) Store Keeper/ Store in-charge should have the option to check history of End User & Item and hence amend the “Items Issued” field & submit for approval.

### 3.2.9 Store Return & Re-Issue

- (a) This page should automatically populate Item details from P.O. Number, GRIN number, Item Code etc.
- (b) Option to edit quantity.
- (c) Option to mark either for Repair or for Disposal.
- (d) Should temporarily add the item to Store Account & after Re-Issue, to the account of the End User automatically.
- (e) Provision to re-appropriate certain goods into multiple components. Eg: If a material code for a desktop is ABC, then the different components under the desktop such as CPU, Monitor, Keyboard etc., shall be ABC-1, ABC-2, ABC-3 etc. This shall enable to re-issue



different components of the same desktop to different end users.

- (f) Material once accepted for Disposal should be automatically removed from Individual Inventory and added to the Store Disposal Account. Appropriate entries to be added to e-Asset Register against particular material.
- (g) Material disposed should populate the current Book Value from the GRIN page which should be calculated automatically.
- (h) Provision to upload acceptance (email/ transfer form) from the user for transfer of material.
- (i) Provision to view the complete transfer history of any material from the date of procurement until the current date, along with custodian details.

### 3.2.10 Material Disposal

- (a) Material Disposal page should be able to automatically fetch Item Details from P.O. Numbers, Goods Issue Number and Item Name etc.
- (b) Option to edit quantity.
- (c) Material once accepted for disposal should be automatically removed from Individual Inventory and added to the Store Disposal Account.
- (d) Material disposed should fetch Current Book Value from GRIN page which should be calculated automatically.
- (e) Option to enter category – Surplus, Obsolete, Unserviceable / BER, Scrap, Empties, Others etc.
- (f) Should have a sub page to enter details of Committee Members for Disposal.
- (g) Should have the option to enter Mode of Disposal (Auction, Forward Auction or External Agency Auction)
- (h) Option to Amend/ Edit value of the Condemned Materials/ Items & Reserve Price.
- (i) Option to enter the Final Bid Value, Vendor Name, Date of Disposal etc.
- (j) Report of materials disposed off should be generated with Auto Generated Number & Option to upload a Sale Note.

### 3.2.11 Loans



- (a) Should populate item details from P.O., GRIN, Goods Issue or directly from Store Account.
- (b) Should have the option to enter to whom issued, Qty issued, Issued Up to Date, Name of End User Etc.
- (c) Should issue a pop-up message on Issued Up to Date.
- (d) Option to enter the Return Date.
- (e) Should have the option to temporarily transfer the custody of the item from loaner to loanee and vice versa after return.

### 3.2.12 Gate Pass (In & Out)

#### **GATE PASS (OUT)**

- (a) Gate Pass (OUT) page should be able to automatically fetch Material List from P.O. Number, Goods Issue Number, Goods Disposal Number & Unique Asset Number/ ID.
- (b) Option to amend quantity.
- (c) Option to add Items that are not in Master Material List (This list should be maintained separately other than Master List / Unique Asset Number/ ID).
- (d) Option to mark either Returnable or Non-Returnable.
- (e) In case of Returnable, pop-up message on entered EDR (Expected Date of Return).
- (f) In case of Non-Returnable, should automatically remove the Item from the Inventory of the Individual & add to Suspense List.

#### **GATE PASS (IN)**

- (g) Gate Pass (IN) page should have the option to add Items that are not in Master Material List (This list should be maintained separately other than Master List / Unique Asset Number/ ID).
- (h) Option to mark either Returnable or Non-Returnable.
- (i) In case of Returnable, pop-up message on entered EDR (Expected Date of Return).
- (j) In case of Non-Returnable, should automatically add the Item to the Inventory of the



Individual (In Separate Category).

### 3.2.13 Registers

(a) The following Store e-Registers are to be automatically generated with user defined fields and updated with the details that are input into the system in various pages starting from Purchase Order.

- (i) Assets Register (Capital, Furniture, IT Assets & Fixed)
- (ii) Stock Register (Capital, Furniture & Consumables)
- (iii) Inward & Outward Registers (Capital, Furniture, IT Assets & Consumables)
- (iv) Daily Receipt Register (Capital, Furniture, IT Assets & Consumables)
- (v) Issue Register (Capital, Furniture, IT Assets & Consumables)
- (vi) Condemned Materials Register (Capital, Furniture & IT Assets)
- (vii) Loan Register (Capital, Furniture, IT Assets & Consumables)
- (viii) Miscellaneous Condemned Register (Empties, Cans, Paper, Books etc)

(b) Should have View, Edit & Amend access to Stores Personnel with appropriate approvals. (corrections based on physical stock verification).

(c) Any edited data should automatically take effect in all Parent/ Child Documents created earlier.

(d) The registers shall be in bi-lingual (English & Hindi) format.

### 3.2.14 Reports

(a) Should have the ability to generate any kind of report by sorting/ grouping/ selecting any parameters (customizable Report Builder).

(b) The reports shall be in bi-lingual (English and Hindi) format.

(c) However, the following reports are to be standard available [both pdf and excel format] with Date Range.

- (i) Personal Inventory Report (Capital and Consumables)
- (ii) Material Disposal Report (based on dates)
- (iii) Goods Issue Report (based on Individual Name/ID, Division, Section, Location, Type of Goods, etc.)
- (iv) Physical Stock Verification Report (as on date mentioned)
- (v) Closing Asset Report (Value of Stock-In-Hand at end of FY)



(vi) Pending Payment Report for Invoices generated.

### 3.2.15 Dashboard

Customisable Dashboard for various roles: End User, Purchase & Stores Personnel, Recommender, and Approver, to display status of all the entries submitted for approval in Inventory Management module. The data should also be represented in the form of charts/ graphs, tables etc., and should be real-time.

**~End of Chapter 3~**





## **CHAPTER 4: FUNCTIONAL REQUIREMENT SPECIFICATIONS (FRS)**

**4.0** The following are the broad functional requirements of this Institute. Bidders are requested to fill the Bidder's Compliance column for all the functional requirement points, and the bidders may include the supporting documents against some/ all functional points.

**Note:** - Against any Functional Requirement points, where under Bidder's Compliance column, the Bidder submits "NO RESPONSE" i.e. leave it blank; then it shall be treated that the Bidder is NOT COMPLYING to that point.

### **4.1 FUNCTIONAL REQUIREMENT OF PROCUREMENT & INVENTORY MODULE**

<b>Sr. No</b>	<b>Functionalities</b>	<b>Bidder's Compliance [Agree/ Disagree]</b>
<b>A. Classification of Assets</b>		
1.	Maintains the records of movable assets like Furniture & Fixture, Office Equipment, Other Equipment and Machinery	
2.	Capture Various details like Ownership, Cost Details Depreciation, etc. for the Assets.	
<b>B. Asset Transactions</b>		
1.	Records of Purchase of new Assets	
2.	Maintains the Asset Register	
3.	Provide a supplier/ PO listings of assets by supplier or by purchase order	
4.	Asset acquisitions, Transfers and all movements can be initiated and tracked	
5.	The following data are required to identify, specify, track and report assets by location characteristics, including: <ul style="list-style-type: none"> <li>● Person</li> <li>● Building</li> <li>● Room Number</li> <li>● Location</li> <li>● Other Unique Identifier(s)</li> </ul>	
6.	Ability to update the Bill of Materials for all the assets	
<b>C. Products, Services &amp; Categories</b>		
1.	Ability to classify materials in to group & sub-group as per the requirement such as Inventory, Raw materials, Spares, Stationeries, Tools, etc.	
2.	System should be able to maintain Material Code, Description, Type (Electrical, Electronics, Mechanical, etc.) and Category (Capital & Consumables)	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

3.	Ability to have a centralised item master across the organisation for all categories of items (Raw materials, Consumables, Spares, Tools, Components, Semi-Finished Items, Finished Items, Services Items, Work Items, etc.)	
4.	Ability to capture critical material relevant information such as material specification, key characteristics etc.	
5.	Ability to capture whether the item is imported or indigenous	
6.	Ability of the system to capture minimum, maximum and re-order level for the inventory.	
7.	Ability of System to define and handle items having different unit of measurement (UOM)	
8.	Ability of System for searching item based on its characteristics	
9.	Ability to link each item of an indent to equipment / project, department wise	
10.	Facility to enter details of the Vendor/ Supplier profile like Name, address, work location, items/ service supplied, business history, contact details, distribution channel, payment profile, bank details, registration details, etc.	
11.	Facility to classify vendor on criteria like indigenous/ foreign, GeM registered, CPPP registered etc.,	
12.	Facility to classify vendor based on products supplied/ category of product.	
13.	Ability to debar / unblock a vendor for further processing of any transaction. Also, ability to capture reasons for debarment/ unblocking of vendor.	
14.	System ability to support catalogue management (Catalogues from various vendors provided in soft form should be able to be uploaded in Application Software)	
15.	Maintain information about the condition of the items (e.g., good, idle, obsolete, broken, unserviceable, BER, etc.)	
16.	System tracks items purchased with various funding sources (i.e. grants, funds, or other cost objects)	
17.	System should be able to classify items into Consumable & Capital	
18.	System should be able to have the storage hierarchy such as location-Bin-Racks-Shelves-Zones mapped into the system.	
19.	System should be able to link each and every item image, photos, and/or drawing with its item code for physical identification.	
20.	Ability to capture, maintain and track shelf life of perishable items.	
21.	Ability to identify services as per the works	
22.	Ability to assign name corresponding to service code	
23.	Ability to enter unit of measure of goods / service	
24.	Ability to maintain unique service item codes	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

25.	Ability to assign /edit/ modify description of the service/ item (activity) of service	
26.	Ability to check existence of rate contract for individual services or service groups	
27.	Provision for traceability of materials	
28.	Ability to maintain and run the Stores Ledger detailing the opening and closing stock, receipts, issues, price and quantity	
29.	Ability to do stock verification based on perpetual / cycle/ physical counting or any other defined method and periodicity	
30.	Ability to perform perpetual inventory verification by group wise, location wise, item wise etc.	
31.	Ability to record receiving information: receiving staff, shipping carrier with tracking number, date and time received, complete/ partial and comments/ notes.	
32.	Ability to allow images to be attached to inventory items in the system	
33.	Ability to accommodate items with Zero Rupees Value and / or Zero Quantity.	
<b>D. Indent/ Requisition, Tendering, Quotations, Contracting, etc.</b>		
1.	Facility to each department/ specific users to raise the Indent.	
2.	Configure workflow to route the Indent/ Requisition via various levels of online approvals and budget sanctioning	
3.	For Proprietary Indents, ability to capture details of Proprietary Certificates	
4.	Ability to rework and resubmit the Indent for approval after necessary modifications	
5.	Provision to scrutinise the Indent online and enter remarks if required, by approver/ recommender.	
6.	Ability to generate a unique Indent Number	
7.	Ability to support multiple UOM (Unit of Material) for items for inventory and for placing Indents, and releasing of Purchase Order	
8.	Enable stakeholders to approve Indent, approve with changes or reject the Indent.	
9.	System should have the provision for the Indent to undergo various status changes like created, submitted, in progress, approved, closed, rejected and cancelled.	
10.	Allows online Indent / requisition approval at multiple (sequential and / or hierarchical) levels with capacity to “trace” current location.	
11.	Ability to use multiple criteria to evaluate Indent/ requisition work flow (approvals and insufficient funds, etc.)	
12.	Ability to block / hold the Indent if there is no sufficient funds available.	
13.	System should be able to track status of Indent/ demand	



14.	System should have a provision to edit the Indents that are returned.	
15.	System should have the provision to notify the appropriate persons for the Indents waiting for approval.	
16.	System should have the provision to notify the Indentor and all approvers when a Indent is approved.	
17.	System should have the provision to capture the remarks by different approvers.	
18.	System should have the provision to set up an Approval Authority for Indent based on the Indent Value, Department, Project etc.,	
19.	Ability to store and maintain the user-defined / standard templates for creating Expression of Interest (Eoi), Request For Proposal (RFP)/ Tender Document, Contract Documents, etc. Also provides version control on all these documents and attachments therein.	
20.	Ability to collect requirements from various departments and procure strategically for common and similar items.	
21.	System to enable generation of Notice Inviting Tender (NIT)	
22.	System should have the ability to record the pre-bid discussions held during the Pre-Bid conference and record the necessary amendments to be made.	
23.	System should be able to amend bid documents and keep track of the versions and approvals of the same from competent authority as per delegation of powers.	
24.	Ability of the system to track bid validity dates for various bids and take necessary actions if extensions are required.	
25.	System should be able to initiate the re-tendering process with respect to original tender if necessitated.	
26.	Ability to choose the mode and type of tendering.	
27.	System to support the following types of tendering:- <ul style="list-style-type: none"> <li>● Open (GeM/ CPPP)</li> <li>● Limited</li> <li>● Single / PAC (Proprietary Article Certificate)</li> <li>● Global</li> </ul>	
28.	System should allow single tendering on the grounds of urgency or operational or technical requirements after capturing the reasons for single tender enquiry (STE) and selection of a particular firm is recorded and approved by competent financial authority prior to single tendering.	
29.	Ability to execute contingency purchase (direct purchase) in case of emergency.	
30.	Ability to capture monthly, quarterly, half-yearly and annual requirement plan	



31.	Ability to specify whether 'Sample' is to be submitted with offer or after placement of order and attach 'sample approval criteria' to the Indent.	
32.	System to grant user the flexibility to select the suitable stages for processing the tendering process (two bid type): <ul style="list-style-type: none"> <li>● Technical Evaluation Stage</li> <li>● Price Bid Evaluation Stage</li> </ul>	
33.	Ability of the system to generate Bid opening statements with details of quoted prices, EMD and conditions to contract etc and provide access to only authorised persons.	
34.	System should create and monitor the two bid tendering process: In case of IIA, the Techno-Commercial Evaluation is normally carried out by a Techno-Commercial Evaluation Committee. The Techno-Commercial Evaluation Committee report, once finalised, is sent to the Competent Authority (Director) for acceptance.	
35.	System to capture Names and details of Techno-Commercial Evaluation Committee members.	
36.	System to configure workflow, for obtaining approval of Techno-Commercial Evaluation Committee members	
37.	System to support formation of various committees for evaluation to be done.	
38.	System to enable identification of committees by a unique number that will be associated with the respective activities of a particular task.	
39.	System to maintain the entire Minutes of Meeting (MoM), notes, communication, etc. for specific tasks to be maintained and managed by the system in repository.	
40.	System should not allow entry of commercial quotes whose technical bids are rejected by the committee.	
41.	System to support validation of the received bids with respect to the tender due dates.	
42.	System to prepare bid opening statement along with the details of the EMD, the bidder and the price quoted.	
43.	System to prepare the comparative statement of the bid.	
44.	System to enable prepone or extend bid opening dates along with generation of intimation letters to vendors to be supported by the system.	
45.	System to track waiver of EMD requirements in Vendor Database for each vendor / class of vendor along with the reasons thereof for waiver.	
46.	System to enable capturing of performance guarantees in the system	
47.	System to generate the alerts prior to a specified period before expiry of the performance guarantee.	



48.	System to capture the commercial evaluation details as per criteria and provide analysis on factors such as: <ul style="list-style-type: none"> <li>● Duties &amp; Taxes</li> <li>● Delivery Period</li> <li>● All Inclusive Cost on Delivery etc.</li> </ul>	
49.	Provision to capture taxes like GST, Service Tax, Customs Duties, Insurance Charges, Packing Charges, etc.	
50.	Provisions to capture Tax Exemption details that are applicable for Customs Duty, Excise Duty, etc.	
51.	System to prevent bids from black listed vendors from being processed.	
52.	System to maintain the EMD amount and performance guarantees, to be defined and managed in the system.	
53.	System to generate a list of EMD's to be released to unsuccessful bidders based on information by the finance team.	
54.	System to calculate and display overall L1 and item wise L1.	
55.	System to compare between Indian vendors and Foreign Vendors by taking into account cost, insurance and Freight (CIF) value / Custom Duty (CD) exemption	
56.	Provide the capability to track milestone dates mentioned in the Tender document, contracts, etc.	
57.	Option to include Delivery Schedules and Quality Specs with support for manual entry and special text within the Requisitions.	
58.	Facility to send multiple tenders against single requisition.	
59.	System should automatically generate cost comparison statements highlighting all of these; Price (including breakup of taxes), Lead time for Delivery, Credit Terms, Other Terms & conditions.	
60.	Ability to generate requisitions automatically for items replenished frequently like consumables, based on Re-Order level.	
61.	Ability to check the availability of free or reserved stock available at different storage locations while creating requisitions.	
62.	System should be able to issue Non-Availability Certificate (NAC) against demands for which item is not available in the stock.	
63.	Ability to send requirement details, documents like drawings and request for specifications along with RFP.	
64.	Ability to enter quotations in the system against RFP, including taxes	
65.	System to allow deletion / re-tendering of Ordered Items / tendered items lines.	
66.	System to allow amendment of orders having financial and non-financial implications.	



67.	Maintains a prospective bidders' list.	
68.	Ability to approve bids of the recommended vendor in the system and add reason for approvals and bid rejections.	
69.	Ability to create a PO in the system after quotation approval / bid evaluation.	
70.	Provide the integration with Govt. e-marketing (GeM) portal and Govt. e-Procurement system i.e. Central Public Procurement (CPP) portal.	
71.	Route all GeM shopping carts / requisitions through an approval workflow.	
72.	Integration of e-Tendering website i.e. CPP Portal for upload of tender documents, and track the tender process / phases.	
73.	System should have all the standard formats, guidelines and terms and condition of tenders for floating / loading it to the CPP portal	
74.	System should generate tender documents on the click of a button from available templates and forms information held within. System should also support generation of tender document offline using desktop office tools.	
75.	System shall define the hierarchy for approval of Tender so generate and forward the document and record their comments with a time stamp. System should also support digital signing of the comments.	
76.	Upon approval, the system shall generate the final tender doc, get it signed digitally by appropriate authority and forward the documents along with the tender calendar, base attributes, etc to the e-tender system for uploading to the CPP portal.	

**E. Purchase Order (PO) / Contracts and Payments against Invoice**

1.	Ability of the system to capture PO information like PO number & date, Item details like code, description, UOM, rate, Quantity, Delivery Schedule, Consignee Name & Address, applicable taxes, Performance Guarantees, other terms, etc.	
2.	System should segregate PO based on the category of procurement such as Cash Purchase, Direct Purchase and Local Purchase.	
3.	System to handle the Cash Purchases, Local Purchase to meet immediate requirements of items required in small quantities and up to certain value limits within the prescribed cash purchase powers of the CFA.	
4.	Ability to directly create POs with different number series based on purchase type or categories such as location/ material type/ department etc.	
5.	Ability to create PO templates.	



6.	Attach supporting documentation and notes to a PO	
7.	The system shall provide the ability to perform mass editing of Pos based on user defined criteria.	
8.	Ability to create a single PO in the system from multiple requisitions or multiple PO against single requisition.	
9.	Ability to specify payment terms in the PO	
10.	Allow payment terms to be displayed and tracked with POs.	
11.	Allow delivery date terms to be displayed and calculated with Pos	
12.	Ability of the system to print PO in a User defined format on pre-printed stationery.	
13.	Ability to link PO with all previous transactions/ documents of the system.	
14.	The system shall provide the ability to reopen closed POs within the current fiscal year	
15.	Ability to inquire on a PO status by PO number, requisition number or Invoice Number and goods receipt.	
16.	Ability to process changes to POs without having to re-enter purchasing information	
17.	Ability of the system to update budget utilisation automatically at PO release.	
18.	Create the necessary accounting adjustments automatically from a PO change/ amendment.	
19.	Ability of the system to generate and send soft copy of PO in PDF format to supplier via e-mail.	
20.	Ability of the system to send reminders to suppliers through e-mail in case of delay in receipt of goods.	
21.	Ability of the system to receive advance intimation from supplier for receipt of goods with transportation details.	
22.	Ability to automatically track and categorizer line items on PO.	
23.	Ability to search for an issued PO by number, requisition number, cost, vendor/ supplier name or number.	
24.	Ability to view balance quantity and payments made against PO in PO screen of the system.	
25.	Allows for multiple budgetary accounts to be applied to each line item.	
26.	Ability to initiate and track payment of received PO line items.	
27.	Ability to cancel individual PO line items.	
28.	Ability to re-order individual PO line items.	
29.	Ability to record and track changes made to issued PO line items.	
30.	Ability to select a different account number distribution for each line item on the PO.	
31.	Ability to modify the PO line items with the new accounts/ fiscal years.	





32.	Ability to update outstanding PO line items with account numbers in the new fiscal year.	
33.	Provide complete online reporting of POs issued and goods received.	
34.	Send an email to the requestor when the item is received when receiver is different from the requestor.	
35.	Attach receiving notes to the PO	
36.	Provide standard reports and inquiry screens for POs in process.	
37.	Provide standard reports and inquiry screens for POs out/ goods not received.	
38.	Provide standard reports and inquiry screens for POs out/ goods received / invoice not received.	
39.	Provide standard reports and inquiry screens for POs involved but not receipted and paid.	
40.	Track PO items received.	
41.	Automatically update Accounts Payable with the receipt of goods, including the associated PO number.	
42.	Provide for the receipt of goods and services to be recorded online by PO number.	
43.	Ability to record receiver's name / ID on receipts.	
44.	Ability to track the recording of goods returned to the vendor.	
45.	Provides a three-way match for the receipt of goods, the PO and Invoice.	
46.	Provides a two-way match for the PO and Invoice.	
47.	Ability to validate three/ two way match based on user defined criteria.	
48.	Provide the ability to send notifications, via e-mail, to persons within the approval workflow process, in a customizable process based on user defined criteria.	
49.	Support a bar coded tracking system from incoming delivery point to end user.	
50.	Ability to capture the details in the contract like contract validity dates, location of delivery, Material code with description and quantity, agreed upon rates including breakup of taxes, payment terms, other terms and conditions, VAT/ GST.	
51.	Ability to maintain the standard templates for the creation of Contracts or Letter of Award etc.	
52.	Ability to define and configure the workflow for approval of amendments to the contract terms.	
53.	Ability to generate the changed Contract once the amendments are made.	
54.	Ability to store scanned / soft copy of each external / internal correspondence against a contract for issue handling and progress review.	



55.	The system shall allow for the ability to perform invoice entry with the following capabilities, including but not limited to: <ul style="list-style-type: none"> <li>● Multiple levels of invoice approval workflow</li> <li>● Ability to manage required supporting documentation in electronic format (e.g. vendor invoice, claim forms etc.)</li> </ul>	
56.	The system shall provide the ability to process multiple invoices against the same PO.	
57.	The system shall provide the ability to process once invoice against multiple POs.	
58.	The system shall provide the ability to perform Electronic Fund Transfer (EFT), and deposit to vendor bank accounts.	
59.	The system shall provide the ability to prevent duplicate payments by matching, at a minimum, supplier./ vendor and invoice number.	
60.	The system shall provide the ability to process invoice payments for different charges that are not mentioned in the PO or not included in the PO amount.	
61.	The system shall provide the ability to automatically select payments based on due date and discount rate/ date.	
62.	The system shall provide the ability to list invoices by date range.	
63.	The system shall provide the ability to list invoices by Accounts Payables' receiving date.	
64.	The system shall provide the ability to produce a single claim/ payment register at year end for both the prior and new fiscal year.	
65.	The system shall provide the ability to put invoices on hold and release for later payment.	
66.	The system shall provide the ability to annotate transactions with comments.	
67.	While processing payment against each Invoice, the following data shall be stored: <ul style="list-style-type: none"> <li>● Payment Date &amp; Time</li> <li>● Mode of Payment</li> <li>● Payment Number ( in alphanumeric form)</li> <li>● Payee Name &amp; Address</li> <li>● Invoice Number/ Description</li> <li>● Invoice amount without taxes</li> <li>● Taxes &amp; Tax Deducted at source (TDS)</li> <li>● Net Amount (In figures &amp; in Words)</li> <li>● PO Number &amp; Date</li> <li>● Paying Authority</li> <li>● Comments to the Vendor, if any.</li> </ul>	



68.	Ability to have an integrated Document Management System where you can view all related documents within the Purchase Module (Requisition, PO, Invoice, Quality Checks, Payments, etc)	
69.	Provision to pay through Letter of Credit (LOC) and wire transfer for purchasing from foreign suppliers.	
70.	Provision to capture the details related to application for irrevocable documentary credit (Letter of Credit)	
<b>F. Services Procurement / Work Order</b>		
1.	Ability of the system to support work orders for any job with material, without material, manpower supply, civil works, etc.	
2.	Ability of the system to capture terms of issuing material to Successful Bidder on chargeable basis, non-chargeable basis etc.	
3.	Ability of the system to support recurring bill.	
4.	Ability to check in the system remaining amount outstanding in the contract before making payment.	
5.	Ability of the system to generate necessary tax certificates	
6.	Ability to generate work completion notes in the system by the Indentor to certify quality and quantity.	
7.	Ability to capture key information in the service purchase orders like type of service (security, consultancy, transportation, job, etc.), rate of services, applicable taxes, financial agreement, etc.	
<b>G. Goods Receipt &amp; Movement</b>		
1.	Ability to create an Inward & Inspection note before creation of Goods Receipt Note (GRN). Inward will contain details such as PO number, date of receipt and other consignment information.	
2.	Ability of the system to create GRN from Inward and Inspection note.	
3.	Ability to have a single GRN form to handle multiple types of GRN like Store receipt, Direct Consumption, etc.	
4.	Ability of the system to generate GRN Number automatically or manual link with Inward.	
5.	Ability of the system to receive partial consignment/ delivery from PO.	
6.	Ability of the system to show remaining PO quantity when creating GRN.	
7.	Ability of the system to receive goods in a measurement unit different from the measurement unit in which the order was placed.	
8.	Ability to define & control GRN against PO.	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

9.	Ability of the system to show a list of test certificates required to pass a quality check.	
10.	Ability of the system to capture the QC results.	
11.	Ability of the system to capture quantities rejected by QC against GRN.	
12.	Ability of the system to automatically generate a rejection / shortage note and rejection / shortage letter in case of rejection/ shortage.	
13.	Ability of the system to generate a Debit note to be sent to the vendors for all rejection / shortage. The Debit Note should be linked to the Rejection/ shortage note in the system.	
14.	Ability of the system to highlight pending overdue and non-overdue POs and pending quantity.	
15.	Ability to generate instructions / labels for the storing of the items in the Stores including bar codes.	
16.	The ability to provide views of inventory balances, in-transit, and on-order across all Stores and for individual stores.	
17.	System should be able to provide gate Entry & Exit monitoring processes for the materials & Vehicle movements linking with Supply Order or others. It includes capture of Date, time, transportation type, carrier details, dimensions, weights, etc.	
18.	System should capture From place, To place for the goods that are transported.	
19.	It should also capture by whom it is moved, Date of Movement, receiving person, Date, Mode of Transport and vehicle number.	
20.	System should have the provision to create gate pass for the items to be dispatched e.g. for repair, replacement, permanent transfer, etc.	
21.	System should be able to maintain System generated Gate Pass No., Date, Item Code, Item Description, Supplier, Location, Address and Remarks.	
<b>H. Stores Management</b>		
1.	Ability of the system to select any valuation method i.e. FIFO, LIFO, or weighted average method for valuation of stock.	
2.	Reporting of overstock and Understock Exceptions.	
3.	Ability to support the issue of materials having shelf life on FIFO basis.	
4.	Ability to support the issue of Materials by Store Staff.	
5.	System should be able to transfer of items from Central Store to Divisional/ Departmental Stores, Stores of Field Stations, if required	
6.	System should be able to view and track real time stock position.	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

7.	System should be able to issue and monitor inventory items on loan to other departments and thereafter return the item after usage.	
8.	Ability to track hazardous/ environmental materials.	
<b>I. Key Management</b>		
1.	Ability to identify which keys each key holder has and the doors they can open.	
2.	Ability to track issuing keys to people..	
3.	Ability to create key records or reports, and tracking lost or damaged keys and related responsibility.	
4.	Ability to track keys by department, function or other user determined groupings.	
5.	Ability to manage master keys, sub-master keys and change keys.	
6.	Ability to log quantities of keys created, issued, lost and destroyed.	
<b>J. Disposal of Dead Stock</b>		
1.	Department wise submission of details.	
2.	Tendering by Procurement & Inventory Department	
3.	Disposal of Dead Stock	
<b>K. Work Requisition</b>		
1.	Ability to create, maintain and review the section wise work requisitions.	
2.	Ability to raise maintenance Work Requisitions after receiving feedback from operations about faults. The Work Requisitions should be capable of auctioning/ triggering electronic notification to the concerned technical Staff.	
3.	Facility to copy tasks with materials and resource requirements to the Work Order (WO) from standard procedures, Facility to attach notes, equipment drawings/ documents, standard operating guidelines for each task in a WO.	
4.	Ability to classify Work requisitions / WO by user defined variables. For example safety, modification, new work, rework, breakdown, preventive etc. It should be possible to report by each of these classifications.	
5.	Ability to assign a priority among work requisitions.	
6.	Ability to view details of any outstanding Work Requisitions on a specific job or related piece of equipment in order to avoid duplicating work requisitions.	
7.	Ability to record the status of a Work Requisitions via user defined variables e.g. Awaiting approval, etc.	
8.	Ability to inform the Indentor/ Requestor via email or otherwise upon approval / rejection of Work Requisitions.	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

9.	Ability to establish targets against a Work Request. These targets could be time, financial and / or quality based. The ability to report on these targets should also exist.	
10.	Ability to define critical dates against a Work Request e.g. Required by Date.	
11.	Ability to approve, maintain, complete and close Work Request.	
12.	Ability to link a WO to a financial Account Code.	
13.	Ability to create multiple job/ tasks against a single WO.	
14.	Ability to create multiple WO against a single Work Request.	
15.	Ability to define work requirements (plan/ labour/ equipment/ tools/ spares / other) against the WO.	
16.	Ability to make changes to a WO.	
17.	The ability to approve WOs online via workflow is required. This could be performed by different incumbents within the Institute, depending on WO size/ cost, priority, mode and Delegated Financial Authority levels etc. If a WO is not approved within a specified time, it should be forwarded to next appropriate person.	
18.	Ability to maintain, complete and close WOs online.	
19.	Ability to adjust all elements for the WO including: <ul style="list-style-type: none"> <li>● Materials</li> <li>● Resources</li> <li>● Tools</li> <li>● Timings</li> </ul>	
20.	Ability to create and issue an emergency WO.	
21.	Ability to attach documents to a WO including detailed Work instructions, safety requirements and checklists, drawings etc. Upon issue of a WO, it should be optional as to whether attachments are printed automatically or at the discretion of the user.	
22.	Ability to notify relevant personnel or issue a warning/ alarm, if a WO has not been completed after certain period of time.	
23.	Ability to record the consumption and return of the materials that were issued against the individual WO.	
24.	Ability to report on WOs that have been delayed due to: <ul style="list-style-type: none"> <li>● Materials not being available in time for the maintenance work.</li> <li>● Insufficient Internal/ External labour resources.</li> <li>● Lack of permit being issued</li> <li>● Other User defined fields.</li> </ul>	
25.	Ability to record status of a WO such as approved, not approved, wait on materials, wait on Successful Bidders, wait on labour etc.	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

26.	Ability to allow authorised employees to enter text in a free format against the WO. These comments should be able to be forwarded to the concerned Authority.	
<b>L. Other Requirements</b>		
1.	List of Vendor wise/ Material wise orders.	
2.	Material wise, Department wise consumption report.	
3.	Comparison of price bids with history prices	
4.	Alerts if the Asset Numbers, Batch or Serial Numbers are not in order.	
5.	Vendor Performance Analysis Rating & Reports (on the basis of quality of item/ services offered, quantities supplied, delivery / timely completion performance and cost/ price)	
6.	Register for Inward, Inspection, Receipt, Issue etc on user defined period.	
7.	Facility to provide slow moving and non-moving items report	
8.	Rate variance report from Receipts.	
9.	Date Porting/ Data Entry Suite.	
10.	Provides an online item catalog and search capability.	
11.	Ability to load internal materials in order to create an Internal catalog.	

#### 4.2 **INTER-LINKED AND COMMON FUNCTIONAL REQUIREMENTS**

Sl. No	Functionalities	Bidder's Compliance [Agree/ Disagree]
<b>A. General</b>		
1.	Ability to initiate and track the approval process.	
2.	Ability to assign different levels of approval for the same user.	
3.	Provide workflow functionality in all system modules.	
4.	Reminders/ Notification to the employee for change or requirement of any additional data through mails/ SMS/ self service etc.	
5.	Ability to allow temporary status changes of the users (e.g., unavailable due to vacation, deputation, Study leave, etc.)	
6.	Ability to re-route workflow assignments based on availability triggered by unavailability status.	
7.	Ability to re-route workflow assignments based on availability triggered by system administration defined periods of no response.	
8.	Ability to maintain various Sections/ Divisions Sub-Sections of the Institute.	
9.	Ability to define various roles based on the nature of responsibility.	
10.	Ability to assign employees to their Sections/ Divisions/ Sub-sections.	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

11.	Ability to attach document or add notes wherever needed.	
12.	Ability to view the list of alerts received by the employee.	
13.	Ability to view the list of records submitted by the employee based on the process.	
14.	System should have provision to store order / circular / notification which effected an organisational change for an employee and related reports should be developed.	
15.	System should have functionality to search orders/ circular/ notification through name, keyword, date, number and archive/ discard any order / circular / notification.	
16.	Ability to seek confirmation after every change made in the structure, changes to be made permanent only on authentication by the controller of the authorised person – Multi Stage process.	
17.	Ability to change/ restore/ rollback changes to a previous (given) dates and report inconsistencies.	
<b>B. Reports</b>		
1.	Data filtering by various attributes can be used to limit the report to only desired information	
2.	Ability to provide pre-defined reports.	
3.	Custom data fields can be added to predefined report templates.	
4.	Charts and graphs can be added to the predefined report templates.	
5.	Report output can also be displayed in graphic and/ or chart format.	
6.	System must have the ability for appropriate users to create and print reports on their dashboard.	
7.	Report shall be prepared by any day of the week by Individual, Department, User defined.	
8.	The ability to format reports (e.g. headings, font, bolding, underlines, currency signs, etc.)	
9.	The ability to include headers, footers, pagination, etc.	
10.	The ability to produce reports that can be edited in MS Word / Excel or in the report writer itself.	
11.	Ability to export queries and reports to standard MS formats (Excel, Word, CSV, etc.) and PDF.	
12.	System will provide the ability to search for specific values within a report.	
13.	System will support simple and complex search and reporting functionality, using user defined criteria.	
14.	Ability for multiple users to access the same document/ reports simultaneously.	
15.	Ability to have access to data and report based on user authorizations.	
16.	Ability to provide standard report templates.	





Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

17.	Ability to create custom reports using wizard.	
18.	Ability to print reports directly through networked printers.	
19.	System supports a graphical display of a wide variety of charts and graphs.	
<b>C. Constituting of Various committees &amp; Meetings</b>		
1.	The system should have the capability to constitute the committee with its member and convener details.	
2.	The system should have the capability to capture various details of the committee such as terms of reference, tenure, committee members etc.	
3.	The system should have the capability to define the role of each committee member.	
4.	The system should have the capability to define the committee members from the internal departments as well as external users along with required details.	
5.	The system should have the capability to define the message template for sending the notification to respective committee members.	
6.	The system should have the capability to define the approval process for committee constituted.	
7.	The system should have the capability to circulate the Office Memoranda with the respective committee members/ stakeholders having details about the committee.	
8.	The system should have the capability to define the Meeting invitation templates for sending the notifications to all the committee members.	
9.	The system should provide the calendar view having details about the meeting schedule on a weekly / monthly basis.	
10.	The system should provide the capability to submit the response about their availability for the meeting scheduled.	
11.	The system should have the capability to capture the Minutes of Meeting.	
12.	The system should have the capability to assign the actionable to the respective committee members based on meeting decisions.	
13.	The system should provide the capability to define the deadlines of submitting the response for defined actionable.	
14.	The system should provide capability to design the template for circulating the Minutes of Meeting (MoM).	
15.	The system should provide the capability to send the MOM notification through email.	
16.	The system should allow allocating responsibilities and making online status updates.	
17.	The system should allow maintaining attendance records and drafting agendas, reports, and minutes of meetings.	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

### 4.3 OTHER TECHNICAL FUNCTIONAL REQUIREMENTS

Sl. No	Functionalities	Bidder's Compliance [Agree/ Disagree]
<b>A. General</b>		
1	All parts of Solution should support compulsorily English language formats	
2	Should support any operation system like Windows, Linux, etc.	
3	The interface design of the application should be simplified enough that the end user can easily understand all the working i.e. user friendly interface design.	
4	All components of the proposed solution to be interoperable and seamlessly integrated.	
5	Customise personalised views based on user defined criteria without impact to system functionality or support process.	
6	Ability to create ad hoc reports, generate reports at various levels, facility to download reports in various formats like image/ Excel / CSV / Doc / PDF / Text / XML etc. and send reports electronically.	
7	System will support uploading/ downloading in common formats (MS Office / Adobe / etc.)	
8	System should have mail service integration. Ability to send email notification wherever needed.	
9	The system shall allow adding documents to the electronic file directly from the scanner or internal / external drive or email.	
1	Bulk data upload / change should be possible.	
1	Solution to provide integrated user management.	
1	Ability to provide access level security for Entry forms at Field level – Allow, Read only, hide, etc.	
1	Ability to configure the number of permissible log-in attempts.	
1	The system will create user roles and access rights based on user-defined criteria (role-based access control)	
1	Ability to provide multiple roles to a single user and bulk user maintenance and access management options.	
1	Solution to provide access level security for data at transactional level.	
1	Ability to delegate roles and permissions in case an employee is absent and his / her work (approvals/ rejections in a workflow environment) needs to be carried out	
1	Ability to revoke roles and permissions after the original employee joins back whose role was delegated to an alternate supervisor.	
1	Accepts the user-defined templates for leave, tender, travel/tours, etc.	
2	System should have inbuilt features like workflows, file tracking, and knowledge repository.	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

2	The system should be format agnostic and should allow storage of any digital data like images, Office files, engineering drawings, PDF, PDF/A, photographs, video & audio files.	
2	System should allow creation of custom indexing fields/ tags for different documents at Folder & File level.	
2	System shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organise their documents.	
2	The departmental officials should be able to index folders, files, letters and documents on user-defined indexes like department, Letter No. file No., year, etc.	
2	The system's inbuilt viewer should have the capability to perform annotations such as highlight, sticky note, underline, hide certain text etc. on the documents image with user name, date and time of putting the annotations.	
2	System should have facility to set notifications (e.g. Notifying change of version of a file to all stakeholders) & Alarms (e.g. Delay in Approval) by email.	
2	System should have comprehensive & easy to set access rights controls at Folders & File level as well as Groups and users with Inheritance.	
2	The system should allow defining multiple levels of access rights (Delete / Edit / View / Print / Copy or Download) to officers based on their profile.	
2	The system should maintain audit-trail of all activities being done in the system, documents, etc. by users as well as administrators.	
3	Provides system audit-trail tracking by user defined parameters.	
3	System to maintain logs of all the transactions and audit-trails.	
3	System should support creating Additional custom fields in each module for storing additional data, as per requirements.	
3	The database should run with multiple nodes to provide a high level of availability and load sharing.	
3	Ability to produce customizable error messages.	
3	Ability for multiple windows to be open at the same time.	
3	Ability to support full functional operation on Laptops & Desktops.	
3	System permits multimedia file attachments (Word files, graphic images, audio or video clips) to records as work orders.	
<b>B. Security Requirement &amp; Features</b>		
1	All the necessary procedures/ infrastructure/ technology / personnel should be established to ensure that the Security in the IIA APPLICATION SOFTWARE system is not compromised.	
2	The solution should have integrated security features that are configurable by the Master User or System Administrator to control access to the application, functional modules, transactions and data.	



3	The solution should require the use of unique user IDs and passwords for authentication purposes, and Biometric and other devices as applicable.	
4	The application should allow for the following: <ul style="list-style-type: none"> <li>• The enforcement of password standards</li> <li>• The establishment of a specified period for password expiration.</li> <li>• The prohibition of recent password reuse.</li> </ul>	
5	Only the Master User or designated authority should be able to define functional access rights and data access rights to the users. He / she should be able to restrict access to sensitive data elements by named user, groups of users, or functional role.	
6	The systems should permit the Master User to assign multiple levels of approval for a single user.	
7	System should be auditable as per requirements from time to time.	
8	System should have audit logging capability to record access activity, including the following: <ul style="list-style-type: none"> <li>• All log-in/log-out attempts by the individual users.</li> <li>• User submitted transactions</li> <li>• Initiated process</li> <li>• System override events, and direct additions, changes or deletions of data</li> </ul>	
9	System should have the provision for Dashboard to view and analyze the log details.	
1	System should provide the ability to query the audit log by type of access, date and time stamp range, user ID and IP address.	
1	All the information assets (Information and Information systems) should be classified and security should be defined according to criticality of the information asset.	
1	System should ensure proper protection against malicious software. This would include implementation of an effective anti-virus solution, scanning for viruses at regular intervals or on certain triggers.	
1	Should have a disaster recovery plan and robust backup procedures.	
1	Provide security at the following levels: Department, Division, Role or Group, User ID, Screen, Menu, Report, Database Table, Object, Record, Field, Job Function, Transaction Type, etc.	
1	Ability for the system administrator to determine which fields are visible to users.	
1	Provide role-based security.	
1	Provide document-based security.	
1	Provide functional security to control what processes can be performed by certain users.	
1	Ability to log users off the system after an administrator-defined period of inactivity.	



2	Data Encryption – The login passwords of all the users and the suppliers are to be encrypted at the database level.	
2	Secure Administrator Access – To prevent an administrator from misusing his access privileges, the system shall have dual level password verification before allowing an administrator access to a confidential module. The first password is to be provided by the administrator himself/herself and the second password is to be provided by the highest authority of the Institute, or his/ her designated official.	
<b>C. Documentation Requirement (General List)</b>		
1	All Architecture documents, operating specifications, and system Flowcharts	
2	Database entity relationships, table formats, and data element descriptions; and Program module descriptions.	
3	Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of Application Software.	
4	Interface Control Document, documenting the interface characteristics of the modules.	
5	Test Plan containing information on the software Test Environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes, schedule, resources, tools, procedures, environment definition, test cases, and software test results. The test plan document should have the information about the methodology, tools, etc. The Bidder has to provide the tools that are proposed to be used in the testing.	
6	Troubleshooting Guide / Handbook for Helpdesk which describes various troubleshooting methods for various problem scenarios.	
7	Operation Manual providing instructions for installing the application, troubleshooting, interpreting message logs, error codes with full descriptions and recovery steps, user screen and reports layouts and contents, application security and Frequently Asked Questions (FAQs)	
8	User Manual (online or downloadable content) providing detailed instructions in the form of a narrative on how to use the application. In addition, it shall describe how to access, submit inputs to, and interpret outputs from the application.	
9	Application Software Applications Training manual Module wise.	
1	A data dictionary listing out all the data elements shall be prepared.	
1	The Administrator shall maintain all documentation related to the Application Software including software artefacts and database with adequate traceability matrix and version control.	
1	All the documents/e-registers, reports mentioned in Points / clauses of Section III of this RFP.	
<b>D. Software Essentials</b>		



1	Entire source code for the Application Software solution to be provided to IIA without charge. However, to secure the ownership of the Bidder or its OEM, cost-less non-disclosure agreement (NDA) may be signed in this regard between the selected Bidder and IIA.	
2	Only the latest versions of software application, and integration tools, wherever applicable, shall be used.	
3	The software license must allow modifications and derived works.	

**~End of Chapter 4 ~**



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

# **ANNEXURES**



**ANNEXURE I**

**PRE-BID QUERIES FORMAT**

(To be submitted well before the last date specified for Submission of pre-bid query)

To

[Date]

The Director,  
Indian Institute of Astrophysics,  
2nd Block, Koramangala, Bangalore - 560034

Madam,

**Sub:** Submission of Pre-Bid Queries.

Tender Ref. No.

Tender ID No.:

SI No.	Point/ Clause No. & Section in the RFP document	Page No. of the RFP document	Point/ Clause description	Query/ Clarification sought in response to the Point/ Clause

*Note: This format should be duly filled and endorsed with a covering letter.*

For and on behalf of the Bidder

(Signature)  
(Name of the Authorised Signatory, with Official Seal)

Date





**ANNEXURE II**

**PROFILE OF THE BIDDER**

Sr. No	Particulars	Details
1.	Name of the Company	
2.	Registration Number of Firm, if any	
3.	Month & Year of Incorporation	
4.	Nature of the Company	Public Company / Private Company / One-person Company / Others (Please specify in case of others)
5.	Company's Nature of Business	
6.	Company's Legal Status	Private Ltd Company / Public Ltd Company / Partnership / Proprietorship / Joint Venture/ Consortium/ Others (Please specify in case of others)
7.	Company Category	1)Micro Unit as per MSME 2)Small Unit as per MSME 3)Medium Unit as per MSME 4)Ancillary Unit 5)SSI 6)Others (In case of Others please specify)
8.	Experience in IT/ Application Software solution providing agency for 5 or more years (Self-attested Experience Certificate to substantiate the declaration)	YES/ NO  ATTACHED / NOT ATTACHED



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

9.	Company should have experienced and qualified Software Engineers & Application Software experts on its rolls.	YES / NO
10.	Registered Office Address	
11.	Name of Contact Person	
12.	Designation of Contact Person	
13.	<b>Contact Details</b>	
	a.Mobile Number	
	b.Landline Number	
	c.Fax Number	
	d.E-mail Address	
14.	Permanent Account Number (PAN)	
15.	GST Registration Number	
16.	TAN (if available)	YES/ NO. (If Yes, please specify)
17.	Banker's Name, Address and Account Number	
18.	Any other details, if any	YES/ NO. (If Yes, please specify)

For and on behalf of the Bidder

(Signature)

(Name of the Authorised Signatory, with Official Seal)

Date



**ANNEXURE III**

**POWER OF ATTORNEY FORMAT**

**Sample form of Power of Attorney for signing the Bid**

(On Non-judicial Stamp Paper and duly notarized)

KNOW ALL MEN BY THESE PRESENTS,

We \_\_(*name of the firm and address of the registered office*) do hereby irrevocably constitute, nominate, appoint and authorise Mr./Ms. \_\_\_\_\_ (*name*), son/ daughter/ wife of and presently residing at \_\_\_\_\_, who is presently employed with us and holding the position of \_\_\_\_\_ (*designation*), as our true and lawful attorney (*hereinafter referred to as the "Attorney"*) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for qualification and submission of our bid for the Project proposed by the \_\_\_\_\_ (THE "IIA") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the IIA, representing us in all matters before the IIA, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the IIA in all matters in connection with or relating to or arising out of our bid for the said Project and/or upon award thereof to us and/or till the entering into of the Agreement with the IIA.

AND We hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, \_\_\_\_\_ THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF \_\_\_\_\_.



Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

For \_\_\_\_\_

(Signature, name, designation and address)

Witnesses:

1. \_\_\_\_\_ 2. \_\_\_\_\_

Accepted \_\_\_\_\_ (Notarized)

(Signature, Name, Title and Address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

In case the Application is signed by an authorised Director / Partner or Proprietor of the Bidder, a certified copy of the appropriate board resolution / document conveying such IIT-P may be enclosed in lieu of the Power of Attorney.



**ANNEXURE IV**

**FINANCIAL INFORMATION**

<b>Criteria</b>	<b>Sub Criteria</b>	<b>FY</b>	<b>Total Financials</b>
Financial Capability	Turnover exclusively from business activities related to IT/ ITES services	2020-21	
		2021-22	
		2022-23	
Net worth	Measured as paid- up capital plus free reserves	2020-21	
		2021-22	
		2022-23	

Signed & Certified by

Statutory Auditor of the Company

Note: Audited P&L and Balance Sheet to be submitted.



**ANNEXURE V**

**PAST EXPERIENCE OF THE BIDDER**

Sr. No	Name of Organisation to whom supplied	Name of Product & Version	Modules deployed	No. of Users	Value (INR)	Date of Contract Award	Date of Go-Live	Current Operational Status
1.								
2.								
3.								
4.								
5.								

**REFERRALS (CLIENT SIDE): PROVIDE ONE REFERRAL ONLY PER CLIENT**

Sr. No	Particulars	Details
1	Name	
2	Designation (Head of Organization or Application Software Cell)	
3	Mobile Number	
4	Landline Number	
5	Email ID (Organisation issued)	



Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

**Note:** Separate sheet to be submitted for each client. Documentary proof required:

**Documentary Proof:**

- Copy of Work order
- Certificate of successful implementation and satisfactory maintenance (issued by the client)

For and on behalf of the Bidder

(Signature)

(Name of the Authorised Signatory, with Official Seal)

Date



Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

**ANNEXURE VI**

**DECLARATION ON DEBARMENT / BLACKLISTING**

To [Date]

The Director,  
Indian Institute of Astrophysics,  
2nd Block, Koramangala, Bangalore - 560034

Madam,

Sub: - Selection of Implementation Agency for Supply, Installation, and Implementation & Hosting of Application Software to automate Procurement and Stores Functions extendable to HR & Finance modules of IIA Bangalore.

Tender Ref No.:

Tender ID No.:

I/We hereby declare that my company has not been debarred/ blacklisted as on Bid submission date by any State Government, Central Government, Central & State Govt. Undertakings / Organizations and by any other Quasi Government bodies / Organisations, and any other major Enterprise / Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices.

Yours faithfully,

For and on behalf of the Bidder

(Signature)

**(Name of the Authorised Signatory, with Official Seal)      Date**





Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

**ANNEXURE VII**

**CERTIFICATE OF CONFORMITY/ NO DEVIATION**

To [Date]

The Director,  
Indian Institute of Astrophysics,  
2nd Block, Koramangala, Bangalore - 560034

Tender Ref No.:

Tender ID No.:

**CERTIFICATE**

This is to certify that, the specifications of Software which I/We have mentioned in the Technical bid, and which I/We shall supply if I/We am/are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/We have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/We also certify that the price I/We have quoted is inclusive of all the cost factors involved in the end- to-end implementation and execution of the project, to meet the desired standards set out in the bidding document.

For and on behalf of the Bidder

(Signature)  
(Name of the Authorised Signatory, with Official Seal)

Date



**ANNEXURE VIII**

**DECLARATION OF ACCEPTANCE OF TERMS & CONDITIONS IN THE RFP**

To

[Date]

The Director,  
Indian Institute of Astrophysics,  
2nd Block, Koramangala, Bangalore - 560034

Sub: - Selection of Implementation Agency for Supply, Installation, and Implementation & Hosting of Application Software to automate Stores & Purchase Functions of IIA Bangalore

Tender Ref No.:

Tender ID No.:

Madam,

This is to certify that the RFP document – RFP No.....dated \_\_\_\_\_ is carefully read & understood and all the sections and clauses are COMPLIED WITH UNCONDITIONALLY AND UNEQUIVOCALLY. There is no deviation from the terms & conditions of the RFP. I/We also hereby confirm that the solution proposed by us will meet the project requirements.

Yours faithfully,

For and on behalf of the Bidder

(Signature)

(Name of the Authorised Signatory, with Official Seal)

Date



## ANNEXURE IX

### FORMAT FOR PROPOSED PROJECT TEAM

Sr. No	Names of resources	Proposed role	Education Qualification	Relevant Experience	Total Experience
1					
2					
3					

### Format for CVs

Sr. No	Attribute	Details
1.	Proposed position	
2.	Name of Staff	
3.	Designation	
4.	Date of Birth	
5.	Nationality	
6.	Language(Speak/Read/Write)	
7.	Educational Qualification (indicate degrees obtained and year of completion & other specialisations)	
8.	Details of Certification(s) (indicate significant training/ certification which are relevant for this Project)	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
 2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
 Phone : 080 – 22541244 / 1234 / 1363  
 Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

9.	Details of relevant projects (atleast two) where staff has worked(Name of the Application Software Product must be mentioned in each project)	1.Project 1 Name: 2.Project Detail: 3.Position Held (from month/ year - to month/ year): 4.Individual's Role & Responsibilities: 5.Individual's Deliverables: 6.Key Achievements:	
		1.Project 2 Name: 2.Project Detail: 3.Position Held (from month/ year - to month/ year): 4.Individual's Role & Responsibilities: 5.Individual's Deliverables: 6.Key Achievements:	
10.	Employment Details	1.From month/year - To month/year: 2.Employer: 3.Position Held: 4.Role & Responsibilities:	
		1.From month/year - To month/year: 2.Employer: 3.Position Held: 4.Role & Responsibilities:	
5.	Signature of Staff		
6.	Date & Place		

For and on behalf of the Bidder

(Signature)

(Name of the Authorised Signatory, with Official Seal)

Date



Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

**ANNEXURE X**

**MANUFACTURER'S AUTHORIZATION FORM**

To

[Date]

The Director,  
Indian Institute of Astrophysics,  
2nd Block, Koramangala, Bangalore - 560034

Subject: Issue of the Manufacturer's Authorization

Tender Ref No.:

Tender ID No.:

Madam,

I/We <Name and Address of the OEM> who are established OEMs having offices at <addresses of office location> do hereby authorise <M/s \_\_\_\_\_> who is our <Distributor/ Channel Partner/ Retailer/ Others (please specify)> to bid, negotiate and conclude the contract with you against the aforementioned tender reference for the following Software manufactured by us: -

{OEM will mention the details of all the proposed product(s) with their version.}

We hereby confirm that the offered Software is not likely to be declared as End-of- Service/ Support within next <please specify> years from the date of bid submission.

Yours faithfully,

For and on behalf of M/s(Name of the manufacturer)

(Authorised Signatory) –

Please attach proof Name, Designation & Contact Number:

Address:

Seal



**ANNEXURE XI**

**PRICE FORM**

Item/Activity	Total Price in INR (without Taxes) [X]	Applicable Taxes (if applicable) in INR [Y]	Total Amount in INR [X+Y]	Total Amount Words (INR)
A. Cost of implementation of Application Software along with licensing of Application Software, Source Codes and other software (3 <sup>rd</sup> party, Operating System, etc.) as per this RFP.  *This cost will be considered for arriving at L1 status.		GST % - _____		
		GST Amount - _____		
		GST Amount - _____		
B. Cost of Application Maintenance & Enhancement Services Support for five years after the warranty period as per RFP scope and Cost of licensing of other software, (if any)  *This cost will be considered for arriving at L1 status.		GST % - _____		
		GST Amount - _____		
<b>Grand Total for consideration of Total Bid Price (INR) = [A+B]</b>				
<b>C. CHANGE REQUEST RATE PER MAN HOUR.</b>  <b>*This cost will not be considered for arriving at L1 status.</b>		GST % - _____		
		GST Amount - _____		

The following points are to be noted before quoting the prices:

- (a) **Cost for Licensing:** Cost for Licensing of In-premise Application Software – (Perpetual) [Either OEM or Built from Scratch] and Cost for 3<sup>rd</sup> party Software license, Operating System etc. that is required for implementation of Application Software at IIA.
- (b) **Implementing Application Software:** This price includes Design, Development,



Delivery, Installation & Commissioning, and Training, etc. of an integrated Application Software at IIA, Bangalore with suitable customization as per the requirements.

(c) **Application Maintenance & Enhancement Services (AMES):** This price includes the software components, Operation & Maintenance Cost, Resource support team Cost, Change requests cost – 800-man hours per year and ATS for Software licenses as part of the Application Software, for a duration of 5 years from the date of completion of warranty period.

**Note 1:** **This Price form is for your reference only and ensure its not submitted as part of Technical Bid.** All Price Bids are to be submitted online on the portal. No Bids to be forwarded to IIA in postal. Bids received through Post / Courier Services / By Hand will be reverted back with/ without opening and without action.

**Note 2:** Care and caution should be exercised by the Bidder before quoting the prices for above mentioned items. The Price Form is a consolidated price inclusive of all the requirements mentioned in this RFP and also to which would be brought our through Pre-Bid Meeting and through any corrigendum.

**Note 3:** **AMES Price should be quoted consolidated for Five (05) years which will remain unchanged until the end of our Contract Warranty Period and AMES period of five (5) years. No increment in AMES prices for whatsoever reasons will be entertained by IIA. Breakdown for year wise and item wise Cost should be provided by the Bidder post opening of Financial Bids on demand. After completion of Five (05) Years of AMES period, for further extension of AMES, the price to be quoted by the successful bidder in future should not increase more than 5% for year on year basis, However, at no stage this shall exceed 50% of original price.**



**ANNEXURE XII**

**BID SECURITY DECLARATION FORM**

Tender Ref No.:

Tender ID No.:

To

[Date]

The Director,  
Indian Institute of Astrophysics,  
2nd Block, Koramangala, Bangalore – 560034

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

2. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two year from the date of notification if I am / We are in a breach of any obligation under the bid conditions, because I/We

(a) Have withdrawn/ modified/ amended, impairs or derogates from the tender, my/ our Bid during the period of bid validity specified in the form of Bid; or

(b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity and;

(i) fail or refuse to execute the contract, if required; or

(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

3. I/We understand this Bid Securing Declaration shall cease to be valid if I am/ we are not the Implementing Agency, upon the earlier of (i) the receipt of your notification of the name of the Implementing Agency; or (ii) Thirty days (30) after the expiration of the validity of my/ our Bid.

Signed: (insert signature of person whose name and capacity are shown)





Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

---

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorised to sign the bid for and on behalf of (*insert complete name of Bidder*) Dated on \_\_\_\_\_ day of \_\_\_\_\_ (*insert date of signing*) Corporate Seal (*where appropriate*)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)



**ANNEXURE XIII**

**DECLARATION FOR LOCAL CONTENT**

(To be given on Company Letter Head for tender value below Rs.10 Crores)

(To be given by Statutory Auditor/ Cost Auditor/ Cost Accountant/ CA for tender value above Rs.10 Crores)

Date:

To

[Date]

The Director,  
Indian Institute of Astrophysics,  
2nd Block, Koramangala, Bangalore – 560034

**Sub:** Declaration of Local content

Tender Ref No.:

Tender ID No.:

1. Name of Tender / Work: -\_\_
2. Country of Origin :
3. We hereby declare that items offered have \_\_\_\_%local content.
4. Details of location at which local value addition will be made / made: (Complete address to be mentioned)

“Local Content” means the amount of value added in India which shall be the total value of the item being offered minus the value of the imported content in the item (including all customs duties) as a proportion of the total value, in percent.

“\*False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.”

Yours Faithfully,

For and on behalf of the Bidder

(Signature)

(Name of the Authorised Signatory, with Official Seal)

Date



**ANNEXURE XIV**

**CHECKLIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL BID**

SL NO	DESCRIPTION	ANNEXED TO TECHNICAL BID (YES /NO)
1.	Annexure II - Profile of the Bidder	
2.	Annexure III - Power of Attorney	
3.	Annexure IV - Financial Information	
4.	Annexure V – Past Experience of the Bidder	
5.	Annexure VI – Declaration on Debarment / Blacklisting	
6.	Annexure VII - Certificate of Conformity/ No Deviation	
7.	Annexure VIII - Declaration Of Acceptance Of Terms & Conditions in the RFP	
8.	Annexure IX - Format for Proposed Project Team	
9.	Annexure X - Manufacturer's Authorization Form	
10.	Annexure XII – Bid Securing Declaration Form	
11.	Annexure XIII - Declaration for Local Content	
12.	Compliance to Functional Requirement of Procurement & Inventory Management Modules [Vol-II, Ch. 4.1]	



Indian Institute Of Astrophysics

Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

13.	Compliance to Inter-Linked and Common Functional Requirements [Vol-II, Ch. 4.2]	
14.	Compliance to other Technical Functional Requirements [Vol-II, Ch. 4.3]	
15.	Technical solution being offered providing information, architecture and performance details, etc.[Vol-I, 1.5.2(c)]	
16.	Product brochure/ Technical Specifications/ Data Sheets for the solution being offered. [Vol-I, 1.5.2(c)]	
17.	Response and supporting documents against Technical Evaluation Criteria given in Section 1.9.2 i.e., Parts A to E [Vol-I, 1.5.2(d)]	
18.	Details about Post Implementation warranty and AMES support. [Vol-I, 1.5.2(e)]	
19.	Any other relevant documents (if any)	



**ANNEXURE XV**

**FORMAT FOR NON-DISCLOSURE AGREEMENT**

THIS AGREEMENT MADE ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 2024

BY AND BETWEEN

Indian Institute of Astrophysics, an Autonomous Body under the aegis of Department of Science and Technology which is a division of Ministry of Science and Technology under Government of India and having its registered office at 2nd Block, Koramangala, Bengaluru, Karnataka – 560034 hereinafter referred to as “**PARTY 1**”, which expression shall unless repugnant to the context or meaning thereof, include its successors in interests and assigns) OF THE ONE PART;

AND

[**Please fill in Successful Bidder’s Company name**] a company incorporated under the Companies Act, 2013 and having its registered office at [Please fill in address](hereinafter referred to as “**COMPANY**” which expression shall, unless repugnant to the context or meaning thereof, be deemed to include, its representatives and permitted assigns) OF THE OTHER PART;

PARTY 1 and COMPANY shall hereinafter be referred to as such or collectively as “Parties” and individually as “Party”.

WHEREAS both the Parties herein wish to pursue discussions and negotiate with each other for the purpose of entering into a potential business arrangement in relation to Planning, Designing, Implementation and Maintenance of Application Software (Procurement and Inventory / Asset Management Modules) (“Proposed Transaction”);

AND WHEREAS the Parties contemplate that with respect to the Proposed Transaction, both the Parties may exchange certain information, material and documents relating to each other’s business, assets, financial condition, operations, plans and/or prospects of their businesses (hereinafter referred to as “Confidential Information”, more fully detailed in clause 1 herein below) that each Party regards as proprietary and confidential; and

AND WHEREAS, each Party wishes to review such Confidential Information of the other for the sole purpose of determining their mutual interest in engaging in the Proposed Transaction;

IN CONNECTION WITH THE ABOVE, THE PARTIES HEREBY AGREE AS FOLLOWS:

1. “Confidential and or proprietary Information” shall mean and include any information disclosed by one Party (Disclosing Party) to the other (Receiving Party) either directly or indirectly, in writing, orally, by inspection of tangible objects (including, without limitation, documents, prototypes, samples, media, documentation, discs and code). Confidential information shall include,



without limitation, any materials, trade secrets, network information, configurations, trademarks, brand name, know-how, business and marketing plans, financial and operational information, and all other non-public information, material or data relating to the current and/ or future business and operations of the Disclosing Party and analysis, compilations, studies, summaries, extracts or other documentation prepared by the Disclosing Party. Confidential Information may also include information disclosed to the Receiving Party by third parties on behalf of the Disclosing Party.

2. The Receiving Party shall refrain from disclosing, reproducing, summarising and/or distributing Confidential Information and confidential materials of the Disclosing Party except in connection with the Proposed Transaction.

3. The Parties shall protect the confidentiality of each other's Confidential Information in the same manner as they protect the confidentiality of their own proprietary and confidential information of similar nature. Each Party, while acknowledging the confidential and proprietary nature of the Confidential Information, agrees to take all reasonable measures at its own expense to restrain its representatives from prohibited or unauthorised disclosure or use of the Confidential Information.

4. Confidential Information shall at all times remain the property of the Disclosing Party and may not be copied or reproduced by the Receiving Party without the Disclosing Party's prior written consent.

5. Within seven (7) days of a written request by the Disclosing Party, the Receiving Party shall return/destroy (as may be requested in writing by the Disclosing Party or upon expiry and or earlier termination) all originals, copies, reproductions and summaries of Confidential Information provided to the Receiving Party as Confidential Information. The Receiving Party shall certify to the Disclosing Party in writing that it has satisfied its obligations under this paragraph.

6. The Receiving Party may disclose the Confidential Information only to the Receiving Party's employees and consultants on a need-to-know basis. The Receiving Party shall have executed or shall execute appropriate written agreements with third parties, in a form and manner sufficient to enable the Receiving Party to enforce all the provisions of this Agreement.

7. Confidential Information, however, shall not include any information which the Receiving Party can show:

i) is in or comes into the public domain otherwise than through a breach of this Agreement or the fault of the Receiving Party; or

ii) was already in its possession free of any such restriction prior to receipt from the Disclosing Party; or

iii) was independently developed by the Receiving Party without making use of the Confidential Information; or

iv) has been approved for release or use (in either case without restriction) by written authorization of the Disclosing Party.



8. In the event either Party receives a summons or other validly issued administrative or judicial process requiring the disclosure of Confidential Information of the other Party, the Receiving Party shall promptly notify the Disclosing Party. The Receiving Party may disclose Confidential Information to the extent such disclosure is required by law, rule, regulation or legal process; provided however, that, to the extent practicable, the Receiving Party shall give prompt written notice of any such request for such information to the Disclosing Party, and agrees to cooperate with the Disclosing Party, at the Disclosing Party's expense, to the extent permissible and practicable, to challenge the request or limit the scope thereof, as the Disclosing Party may reasonably deem appropriate.

9. Neither Party shall use the other's name, trademarks, proprietary words or symbols or disclose under this Agreement in any publication, press release, marketing material, or otherwise without the prior written approval of the other.

10. Each Party agrees that the conditions in this Agreement and the Confidential Information disclosed pursuant to this Agreement are of a special, unique, and extraordinary character and that an impending or existing violation of any provision of this Agreement would cause the other Party irreparable injury for which it would have no adequate remedy at law and further agrees that the other Party shall be entitled to obtain immediately injunctive relief prohibiting such violation, in addition to any other rights and remedies available to it at law or in equity.

11. The Receiving Party shall indemnify the Disclosing Party for all costs, expenses or damages that Disclosing Party incurs as a result of any violation of any provisions of this Agreement. This obligation shall include court, litigation expenses, and actual, reasonable attorney's fees. The Parties acknowledge that as damages may not be a sufficient remedy for any breach under this Agreement, the non-breaching party is entitled to seek specific performance or injunctive relief (as appropriate) as a remedy for any breach or threatened breach, in addition to any other remedies at law or in equity.

12. Neither Party shall be liable for any special, consequential, incidental or exemplary damages or loss (or any lost profits, savings or business opportunity) regardless of whether a Party was advised of the possibility of the damage or loss asserted.

13. Both the Parties agree that by virtue of the Parties entering into this Agreement neither Party is obligated to disclose all or any of the Confidential Information to the other as stated in this Agreement. The Parties reserve the right to disclose only such information at its discretion and which it thinks is necessary to disclose in relation to the Proposed Transaction.

14. Both the Parties agree that this Agreement will be effective from the date of execution of this Agreement by both Parties and shall continue to be effective till the Proposed Transaction is terminated by either Party by giving a thirty (30) days notice, in case either Party foresees that the Proposed Transaction would not be achieved.

Notwithstanding anything contained herein, the provisions of this Agreement shall survive and



continue after expiration or termination of this Agreement for a further period of five year(s) from the date of expiration.

It being further clarified that notwithstanding anything contained herein, in case a binding agreement is executed between the Parties in furtherance of the Proposed Transaction, the terms and conditions of this Agreement shall become effective and form a part of that binding agreement and be co-terminus with such binding agreement and shall be in effect till the term of such binding agreement and shall after its expiry and or early termination shall continue to be in force in the following manner:

- i. .... years after the termination of the binding agreement
- ii. ....years after the expiry of the binding agreement

(whichever is earlier)

15. Each Party warrants that it has the authority to enter into this Agreement.

16. If any provision of this agreement is held to be invalid or unenforceable to any extent, the remainder of this Agreement shall not be affected and each provision hereof shall be valid and enforceable to the fullest extent permitted by law. Any invalid or unenforceable provision of this Agreement shall be replaced with a provision that is valid and enforceable and most nearly reflects the original intent of the unenforceable provision.

17. This Agreement may be executed in two counterparts, each of which will be deemed to be an original, and all of which, when taken together, shall be deemed to constitute one and the same agreement.

18. The relationship between both the Parties to this Agreement shall be on a principal-to-principal basis and nothing in this agreement shall be deemed to have created a relationship of an agent or partner between the Parties and none of the employees of COMPANY shall be considered as employees of PARTY 1.

19. This Agreement shall be governed by the laws of India. Both parties irrevocably submit to the exclusive jurisdiction of the Courts in Bangalore, for any action or proceeding regarding this Agreement. Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996, including any amendments thereof. The arbitration tribunal shall be composed of a sole arbitrator, and such arbitrator shall be appointed mutually by the Parties. The place of arbitration shall be Bangalore, India and the arbitration proceedings shall take place in the English language.

20. Additional oral agreements do not exist. All modifications and amendments to this Agreement must be made in writing.

21. The Agreement and/or any rights arising from it cannot be assigned or otherwise transferred either wholly or in part, without the written consent of the other Party.





Indian Institute of Astrophysics  
2<sup>nd</sup> Block, Koramangala, Bengaluru – 560034  
Phone : 080 – 22541244 / 1234 / 1363  
Email : [purchase@iiap.res.in](mailto:purchase@iiap.res.in) / [store@iiap.res.in](mailto:store@iiap.res.in)

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE EXECUTED THIS CONFIDENTIALITY AGREEMENT IN DUPLICATE BY AFFIXING THE SIGNATURE OF THE AUTHORISED REPRESENTATIVES AS OF THE DATE HEREIN ABOVE MENTIONED.

Party 1 (IIA)	[Please fill in Successful Bidder's Company name]
Signature 1	Signature 1
Name	Name
Désignations	Désignations
Place	Place
Date	Date
Signature 2	Signature 2
Name	Name
Désignations	Désignations
Place Date	Place
Date	Date



**ANNEXURE XVI**

**PRICE FORM FOR HRMS & FINANCE MODULES**

<b>Item/Activity</b>	<b>Total Percentage Increase from Original Cost</b>
A. Approximate Percentage Increase in the Cost of Implementing (extending to) HRMS and Finance Modules, in future at discretion of IIA.	
B. Approximate Percentage Increase in Annual Maintenance Cost for HRMS and Finance Modules.	

Note: Please note that these shall be indicative prices only and shall not be considered for arriving at L1 status.

**~END OF RFP DOCUMENT~**