

**INDIAN INSTITUTE OF PACKAGING**

**INVITATION TO BID**

**CORRIGENDUM-2**

On behalf of the Director, Indian Institute of Packaging, Mumbai – 400 093 sealed tender is invited by this Organization in the prescribed Bid forms. "Instructions to Bidder" enclosed at Annexure-I. The details of the Tender are given in the schedule below:

1.		Tender No & Date	: <b>IIP/2020-21/ERP – T &amp; E/02 Dated 17<sup>th</sup> February, 2021</b>
2.		Issue of Tender Forms	: Between 10.00 a.m. to 5.00 p.m. from 17 <sup>th</sup> February, 2021 to <b>23<sup>rd</sup> February, 2021</b> . Tender document is available on Institute Website: <a href="http://www.iip-in.com">www.iip-in.com</a>
3.		<b>Last date for submission of Tender Documents</b>	: <b>24<sup>h</sup> February, 2021 till 5.00 p.m.</b>
4.		Opening of Tenders	: 26 <sup>th</sup> February, 2021 at 3.00 P.M
5.		<b>Tender document fees</b>	: <b>Rs. 1,500/-</b>
6.		Description of item	: ERP System as mentioned in the document
7.		Delivery period	: <b>45 Days</b> after date of agreement
8.	ii)	Bid Validity upto	: 180 (One Hundred & Eighty) days from the date of opening of Technical Bid.
9.		Warranty	: Required as per the document
10.		Performance Bank Guarantee/Security Deposit	: 10 % of the Contract value which should be valid upto 90 (Ninety) days from the date of expiry of Warranty / Guarantee.
11.		Correspondence Address	: Head: Training & Education Department, Indian Institute of Packaging, Mumbai – 400 093

The tender will be governed by the “Instructions to the Bidders” as per Annexure-I; and other terms and conditions as per the tender document. Two Bid Systems shall be followed for this tender. Tenderers should take due care to submit tenders in accordance with requirement in sealed covers as specified.

**Date : 17<sup>th</sup> February, 2021**

**Head:  
Training & Education Department.  
Indian Institute of Packaging, Mumbai**

**“Please carefully go through this document and ensure compliance. Non- compliance of any one of the conditions may make your offer invalid.”**

Tenderer’s Reference No.....		Date:
1.	Application for the supply	
2	Name of the Tenderer	
	Address	
3	Telephone No.	Fax No.
		Mobile
		E-mail
4	Status of the applicant (Whether manufacturer/authorized Indian stockist/dealer)	
5	GST Registration No.	
6	Income Tax PAN No.	
7	ISO/ISI award letter No. (in case it is awarded to the firm)	
8	Turnover: 2017-2018	Rs.....
	2018-2019	Rs.....
	2019-2020	Rs.....
9	Please certify that you are not blacklisted by any Department of Central/State Govt. or any Organization	An affidavit is to be attached.
10	Details of Clients (to be enclosed)	
11	Detail of single largest order complied during last <b>5 years</b>	
	(a) Name of client & address	
	(b) Amount	
12	Indicate whether after-sales service available (especially in Maharashtra)	
	(a) No. of Engineers and other Technical Staff	
	(b) No. of Vendors	
	(c) No. of Service Stations and their locations	
13	Nearest dealer’s name and address	

14	Please enclose separately the technical specification of the product for which tender rates are submitted	

**PLEASE ATTACH THE FOLLOWING DOCUMENTS: -**

1. Authority letter from the manufacturer in case of dealer
2. GST registration certificate
3. Latest sales tax return
4. Year-wise turn over for the last three years supported by pertinent portion of balance sheet duly authenticated by C.A/ Competent authority
5. Terms & conditions duly signed by the tenderer
6. Any other literature or information the applicant desires to furnish
7. Notarized affidavit regarding non-blacklisting
8. List and brief description of ERP / Institute Management / Educational Module / e-governance projects undertaken in five years with documentary proof.
9. A concept plan including the brief proposal and the strategies of development for the ERP and its software for Indian Institute of Packaging, Mumbai
10. Copy of certificate of registration of the firm
11. Copy of PAN
12. Copy of GST registration Certificate
13. Copy of the company profile
14. Any other documents for strengthening the proposal

**NOTE:**

Before sending/submitting the application, the applicant should read carefully the attached general terms & conditions.

**Signature of Issuing Authority**

**Signature of the Applicant with Seal**

## **GENERAL TERMS & CONDITIONS**

1. Sealed tenders are invited by the Director, Indian Institute of Packaging, Mumbai for supply of “Supply, Installation, Testing and Commissioning Module wise ERP System” (As per Appendices II)
2. The last date for tender submission is **24<sup>th</sup> February, 2021 up to 5.00 p.m.** and will be opened on 26<sup>th</sup> February, 2021 at 3.00 p.m. The tender received after the due date and time will not be accepted.
3. The sealed tender must have two sealed envelopes in it, one envelope should have **Technical bid** and second envelope should have **Financial bid**. The sealed covers should have clear marking as “**Technical bid**” and “**Financial bid**”.
4. The technical bid will be opened first on the due date and financial bid will be opened later for those tendered which qualify in technical bid.
5. Each tender is to be enclosed in a sealed envelope duly superscribed “Tender for the Supply, Installation, Testing and Commissioning Module wise ERP System”. The tenders should be addressed to the HOD: Training & Education Division, Indian Institute of Packaging and should also bear the address of tendered.
- 6. Payment shall be made after successful installation and training of the staff of IIP.**
7. Tender documents must be submitted consisting of notice inviting tender, tender form, general terms & conditions of supply, schedule of quantities duly filled, completed & signed by the tenderer.
8. The tender should be submitted along with a tender document fee in the form of DD in favour of Indian Institute of Packaging payable at Mumbai or RTGS or NFTE. Tender without tender document fees shall not be considered. No cheque shall be accepted.
9. Bid Security will be liable to be forfeited, if the tenderer withdraws or amends/impairs or derogates from the tender in any respect within the period of validity of his tender.
10. The purchaser has the right to forfeit performance security in case of any breach of contract committed by the supplier.
11. The supplier will have to attach a certificate to the effect that the ERP to be supplied will be of the specifications conforming to the standard of the item specified in the attached schedule.
12. Supply of ordered ERP should be/is required to be completed within stipulated date from the date of issue of purchase order, failing which the IIP reserves the right to cancel the order. Part supply shall not be accepted normally. However, in genuine cases, permission may be granted.
13. The supplier should quote clearly in figure and in words the rate and amount quoted by him.

14. GST or any other tax or other charges on the ERP/material, which has not been mentioned while quoting their rates, shall not be paid by the Institute under any circumstances.
15. The tenderer should enclose the recent copies of the purchase order. If the tenderer has supplied the tendered items at the cost below the quoted rates in the recent dealing, then the tender will be automatically cancelled.
16. The terms & conditions given by the supplier will not be binding on us. Conditional tenders shall be rejected at the sole discretion of the competent authority of the Institute (IIP).
17. A tenderer shall not submit more than one tender for the same set of schedules.
18. The tenderer shall, at all times, assure the purchaser, at no cost to the purchaser, against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the goods or any part thereof, with respect to the goods quoted by the supplier in his offer.
19. The tender so submitted shall be governed by the laws of India and be interpreted in accordance with such laws.
20. In case of any dispute arising in process of the tender, the matter shall be referred to the sole arbitrator who in such cases shall be the HOD: Training & Education Division, IIP, Mumbai and whose verdict shall be binding on both the parties.
21. The tenderers may be called for technical discussion by the Technical cum purchase committee duly constituted or nominated by the Director.
22. The tenderer must supply the ERP System according to the specifications given in the tender.
23. The acceptance of a tender will rest with the Institute who does not bind itself to accept the lowest tender and reserves itself the authority to reject or partially accept, any or all the tenders received without assigning any reason.
24. The Institute reserves the right to place order for the scheduled quantity and/or part thereof.
25. Tenders are likely to be rejected in case the same are not conforming to the laid down terms and conditions.
26. The tenders may be dropped in the Dispatch Section in the office of Institute by due date & time. The tender may also be sent or submitted through post or courier. The tenders received after the due date & time are liable for rejection. The Institute shall not be responsible for receipt of tenders after due date, due to postal delays or any other reason whatsoever.
27. The validity of rates shall be 180 days from the date of purchase order issued.
28. The supplier should invariably incorporate guarantee/warranty clauses in his offer wherever applicable. While incorporating guarantee/warranty clause, nature & duration should be specifically mentioned.
29. If during the currency of the contract, the price(s) of the contracted stores falls, the supplier shall have a binding to charge the prevailing lower rates against the higher contract price. However, the purchaser is not liable to compensate the supplier for any hike in the contract price during the contract period.

30. Free replacement will be made against defective/damaged/corrupted supplies by the firm/supplier at their own cost & risk.
31. Supplies will be strictly as per brand/specifications as specified in the purchase order.
32. In case the due date is declared holiday, the tender shall be opened on the next working day at the same time.
33. The tenderer must ensure that all the entries are made by one person, using same ink and without any cutting and overwriting. If there is any cutting, it should be countersigned.
34. **Experience** The firm should have undertaken at least ERP / Institute Management / Educational Module / e-governance projects and preferably at least one project may be from Govt. Institution/Govt. Firm. The supporting documents should be enclosed.
35. **Support:** The firm should have experience in providing functional and technical support and in program management.
36. **Bidder may contact to HOD: Training & Education Department for more information before closing date of the tender. The specifications will be finalized after meeting of the bidders.**

### **Performance guarantee / Security deposit**

The selected consultant / vendor shall be required to furnish a Performance / Security Deposit equivalent to 10% of the contract / agreement value (Purchase order value), in the form of an unconditional and irrevocable bank guarantee / DD / FD from a scheduled commercial bank / Nationalized bank in India in favour of “Indian Institute of Packaging” payable at Mumbai” for the entire period of contract / agreement plus 60 days as claim period. The bank guarantee / DD / FD must be submitted after award of contract but before signing of consultancy contract / agreement. The successful bidder has to renew the bank guarantee FD on same terms and conditions for the period up to contract including extension period, if any. Performance Guarantee / Security Deposit would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable /payable from/by the contender on any account under the contract.

### **Signature of Issuing Authority**

I have read the above terms & conditions and the instructions attached herewith and understood them carefully and agree to abide by the same.

**Signature of Tenderer with Seal**

## LIST OF ANNEXURES

Annexure I :	Instructions to bidders
Annexure II:	Common features & terms/Conditions for vendors (Technical)
Annexure III:	Performa for Financial Bid
AnnexureIV:	Draft Agreement
Annexure V:	Company Profile
Annexure VI:	Undertaking
Annexure VII:	Covering letter for Submission of Tender Document



## Annexure - I

### Instructions to Bidder

#### Prequalification criteria for the applicants:

##### 1. General

- The company should be a product vendor and should be one-stop solution for the development, implementation and maintenance of the product
- The company should be a registered IT/ITES company/ firm and should be in business for IT consultancy services for last 5 years.
- Applicants shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India ("GOI") / State governments / Regulatory agencies.

##### 2. Experience

Should have undertaken at least five (05) ERP/Institute Management/ Educational Module /e-governance projects and preferably at least (01) one project may be from Govt. Institution/Govt. Firm.

##### 3. Support

Experience in providing functional and technical support and in program management

##### 4. Professional certification(s)

The applicant agencies should have been engaged in the concerned business in a proficient manner.

#### THE TENDER PROCESS:

The tender should be submitted in **TWO BID FORMAT** (Technical Bid and Commercial Bid). These two bids must be sealed separately and both the bids to be submitted in a separate sealed envelope (main envelope) mentioning "**Tender for ERP System**". No commercial information to be submitted in the technical bid.

#### Technical Bid: Following documents / certificates / proposals to be attached

##### 1. Company

Interested companies / firms should submit their proposal (how the company plans to implement the said project at IIP, Mumbai) in the technical bid in printed form duly authenticated. In addition to this, other copies of necessary documents & certificates as mentioned above to be attached in the technical bid. Each page of the tender document (purchased/downloaded) is to be signed by the authorized person of the company with company stamp which indicates that the company agrees to all the terms & conditions of the Institute for the said ERP system. The tender document should be submitted to the address mentioned below upto **24<sup>th</sup> February, 2021 till 5:00 p.m.**

The sealed tender (Technical bid + commercial bid) must be submitted to:

**HOD: Training & Education Division,  
Indian Institute of Packaging  
E-2, MIDC, Area, Andheri East,  
Mumbai-400 093  
Phone: +91 22 28219803; Email: tneiip1@iip-in.com**

**The ERP tender will be opened on 26<sup>th</sup> February, 2021 at 03.00 PM** in the HOD:  
Training & Education Division, IIP, Mumbai.

### **COST OF PROPOSAL**

The Applicant shall bear all costs associated with the preparation and submission of its response to ERP Tender or Proposal, and be responsible or liable for these costs, regardless of the conduct or outcome of the selection process.

### **DISQUALIFICATION**

IIP, may at its own sole discretion, at any time during the tender process, disqualify any applicant from the said tender process, if:

- a. The response to the said tender was submitted after the deadline.
- b. The Applicant has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
- c. The Applicant has exhibited a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation, or financial failures, etc
- d. The tender was not accompanied by required documentation.
- e. The contenders failed to provide clarifications related thereto, when sought.
- f. Information which would have entitled IIP, Mumbai to reject or disqualify the contenders, or Consortium members becomes known after the Applicant has been qualified, IIP reserves the right to reject the Applicant at that time or at any time after such information becomes known.
- g. The Applicant is found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification.
- h. Notwithstanding anything written above or elsewhere, IIP may disqualify the Applicant or the entire Consortium for any of the reasons set out above, even if it applies in respect of only one member of the Consortium.

## **OTHER CONDITIONS**

IIP at its sole discretion, reserves the right whether or not to respond to questions raised by Applicants or provide written clarifications. No verbal response to a clarification request shall be construed as amending this tender document. Nothing in this section shall be taken or read as compelling or requiring IIP to respond to any questions or to provide any clarifications. No extension of any deadline will be granted on the basis or grounds that IIP has not responded to any question or provided any clarification. The Identified vendor / Firm / (all members in case of a Consortium) shall furnish the information in English. The parent company of any subsidiary company, which is seeking qualification on the financial strength of its parent, would have to give a written undertaking that it would bear all financial liabilities of the subsidiary with regard to this ERP. The parent company of any subsidiary company, which is seeking qualification on the technical strength of its parent, would have to give a written undertaking that its technical capabilities/ resources would be available to the subsidiary company as and when required.

## **STANDARD TERMS AND CONDITIONS**

### **Limitation of Liability**

Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability of 'Identified Vendor' shall be, regardless of the form of claim, the consideration actually received by 'Identified Vendor' for the statement of work under which the claim arises.

### **Term and Termination**

The selected vendor has to sign an Agreement with IIP for implementation of the said ERP system. Either party may terminate the Agreement upon written notice to the other in the event that: (a) the other party commits a material breach of the Agreement or Statement of Work and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice (or ten (10) days in the event of non-payment by Company); or (b) the other party becomes insolvent or bankrupt, assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets, becomes subject to any legal proceeding relating to insolvency or the protection of creditors' rights or otherwise ceases to conduct business in the normal course; provided that this right to termination shall not apply if the other party is ordered to be wound up by the court for the purpose of a bona fide reconstruction or amalgamation.

In the event of termination of a Statement of Work hereunder, Company shall pay ‘Identified Vendor’ (1) all fees as specified in the Statement of Work and expenses up to the effective date of the termination, including work in progress, and including the applicable notice period irrespective of whether Company requires ‘Identified Vendor’s services during same; and (2) ‘Identified Vendor’s demobilization costs, transition costs, and other unrecoverable costs, unless such termination was due to ‘Identified Vendor’s material breach. If the said Agreement is terminated before all Statements of Work executed hereunder are terminated or completed, the terms of this Agreement shall remain in full force until the termination or completion of such Statements of Work.

### **Fraud and Corruption**

It is required that contenders participating in the project adhere to the highest ethical standards, both during the selection process and throughout the execution of a contract.

The Employer / IIP, Mumbai

- (a) defines, for the purpose of this document, the terms set forth below as follows:
- i. “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official or members of the IIP, in the selection process or in contract execution;
  - ii. “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
  - iii. “collusive practices” means a scheme or arrangement between two or more contenders with or without the knowledge of the Employer/ IIP, designed to establish prices at artificial, noncompetitive levels;
  - iv. “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;
- (b) will reject a proposal for award, if it determines that the contender recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question;

The contenders shall be aware of the provisions on fraud and corruption stated in the specific clauses in the General Conditions of Contract.

Contender shall furnish information on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and during execution of the assignment if the contender is awarded the Contract.

### **Only one Proposal**

The contender should submit only one proposal. If the contender submits or participates in more than one proposal, such proposals shall be disqualified. However, this does not limit the participation of the same Sub-Consultant, including individual experts, to more than one proposal.

### **Clarification and Amendment in Tender**

At any time before the submission of Proposals, the IIP may amend the ERP tender document by issuing an addendum / corrigendum in writing or by standard electronic media (uploading in the Institute Website).

### **Submission, Receipt, and Opening of Proposals**

From the time the Proposals are opened to the time the Contract is awarded, the contenders should not contact IIP on any matter related to its Pre-Qualification, Technical and/or Financial Proposal. Any effort by contenders to influence the IIP in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the contenders Proposal.

### **Proposals must remain valid for**

180 days after the date of opening of the tender.

### **Force Majeure**

Either of the parties are not responsible for delays caused by the reasons of strikes, changes in Government Regulations, labor disputes, wars, acts of God or any other such reason beyond its reasonable control.

### **Dispute Resolution, Law and Jurisdiction**

All disputes arising out of or in connection with the said Agreement shall be attempted to be settled through good-faith negotiation between senior management of both parties, followed if necessary within thirty (30) days by professionally-assisted mediation. Any mediator so designated must be acceptable to each party. The mediation will be conducted as specified by the mediator and agreed upon by the parties. The parties agree to discuss their differences in good faith and to attempt, with the assistance of the mediator, to reach an amicable resolution of the dispute. The mediation will be treated as a settlement discussion and therefore will be confidential. The mediator may not testify for either party in any later proceeding relating to the dispute. No recording or transcript shall be made of the mediation proceedings. Each party will bear its own costs in the mediation. The fees and expenses of the mediator will be shared equally by the parties. Failing resolution

through negotiation or mediation, any remaining dispute shall be submitted to binding arbitration in accordance with the Indian Arbitration Act, 1996. For the conduct of arbitration, each party shall appoint one arbitrator. The two appointed arbitrators shall appoint a third arbitrator to form the Arbitral Tribunal. The third arbitrator shall act as the presiding arbitrator. The decision of the Tribunal shall be binding on the parties. The Arbitration shall be conducted in English and the place for conduct of the arbitration shall be Mumbai, India. The Arbitral Tribunal will have no power to award

- i. damages inconsistent with the Agreement or
- ii. punitive damages or any other damages not measured by the prevailing party's actual damages, and the parties expressly waive their right to obtain such damages in arbitration or in any other forum.

All aspects of the arbitration will be confidential. Neither the parties nor the arbitrators may disclose the existence, content or results of the arbitration, except as necessary to comply with legal or regulatory requirements. Each party will promptly pay its share of all arbitration fees and costs, provided that such fees and costs shall be recoverable by the prevailing party as determined by the arbitrator. If a party fails to pay such share promptly upon demand, the Arbitral Tribunal shall, upon written request by the other party, enter a final and binding decision against the nonpaying party for the full amount of such share, together with an award of attorney's fees and costs incurred by the other party in obtaining such decision, which decision may be entered in any court of competent jurisdiction. Except for the failure of a party to pay arbitration fees and costs that requires resort to the Arbitral Tribunal to order such payment, the parties will bear their own attorneys' fees in any matter or dispute under the said Agreement. Notwithstanding the determination by the parties to utilize arbitration as specified above for resolution of disputes arising out of or in connection with the said Agreement, nothing herein shall preclude either party from seeking and obtaining from a court of competent jurisdiction appropriate equitable relief, including without limitation, a temporary restraining order or other injunctive relief, to prevent a breach of the said Agreement relating to intellectual Property, confidentiality, or non-hire and non-solicitation, or to otherwise maintain the status quo pending outcome of any arbitration.

### **Intellectual Property Rights**

- a. Prior to the commencement of each project, 'INDENTIFIED VENDOR' shall specify the ownership held by 'INDENTIFIED VENDOR' or any third party, of the material used or to be used in the Deliverables. 'INDENTIFIED VENDOR' grants IIP a right to use over such rights to the extent they are incorporated in the Deliverables.
- b. All rights, title and interest to all copyrights, patents and other intellectual property rights of whatsoever nature in or related to any work done by 'INDENTIFIED VENDOR' under this Agreement, including but not limited to Deliverables and associated Documentation, shall be vested in and be the exclusive property of 'INDENTIFIED VENDOR'. 'INDENTIFIED VENDOR' grants to IIP an irrevocable, non-exclusive, worldwide,

royalty free, transferable license to use, copy, modify and develop the same for internal purposes.

- c. IIP shall not take any action that jeopardizes such proprietary rights of 'INDENTIFIED VENDOR' or acquire any right to any work produced by 'INDENTIFIED VENDOR' under this agreement.

## **DISCLAIMER**

All the information contained in this document is stated only for the purpose expressed in the document. It is amply made clear that any indications given by the IIP about the future plans if any are only broad indicators and are subject to change without any notice. There is no commitment or obligation, whatsoever on the part of the issuer of this document, or officials associated, regarding the implementation of this or any future plans. Any assumptions made by Applicants, on the basis of information shared herein, will be at their own risk and responsibility.

## **COST OF SERVICES**

- 1) The Bidders / vendors shall quote module wise price for the development of the said software inclusive of all taxes and duties. The IIP will not be required to pay and/or reimburse anything over and above the price quoted except service tax, which will be payable as per the rate prevailing at the time of payment. However, the order will be given to only one party and will not be bifurcated.
- 2) The above price should include overhead/out of pocket expenses, travel, boarding, lodging, visits etc.
- 3) The prices shall remain FIRM till completion of the Assignment.

## **Specifications**

Online Portal - It also provides facility to access database through the Internet.

It should offer features like Bio-metric device integration, ID card generation (with photograph), Barcode label generation, Group entries and many more functions. It should be highly user friendly and easy to learn. It is scalable and can easily meet the future requirements of a growing campus. It comes with comprehensive training program.



**Package Scope:** *e-Campus* is quite comprehensive and covers functions in the following integrated modules:

**1. Training & Education Division**

- Administration
- Enquiry
- Registration (Academic and Training programmes)
- Academics
- Time Table
- Library
- Hostel
- Fees
- Accounts
- Stock
- Training Programmes
- Examination
- Alumni
- Internship and Placement

**2. Membership & Packaging India**

- Vendor registration

**Online Portal**

- *e-Campus* is compatible with most of the popular operating platforms available today.
- **Data conversion:** Offer must include for conversion of existing data to *e-Campus* in optimum way.
- **Training:** Onsite/Remote training to the staff.
- **Delivery Period:** within 45 Days, which would be matched with hardware at the campus.
- **Proprietary Clause:** The above software package has been developed totally in-house and is a proprietary product for our institute.
- **Rights Protection:** The software would be for exclusive use of the purchaser on one Server system only without any right to copy except for backup.

We would be glad to provide any further information, which you require on our offer and look forward to hear further from you.



**Detailed Description - [WEB PORTAL] (Showing default permissions)**

Activity	Admin	Students	Parents	Faculty	Super User
➤ My Profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Circular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ New Students Report	<input type="checkbox"/>				<input type="checkbox"/>
➤ Set Lecture Plan				<input type="checkbox"/>	
➤ Faculty Lecture Plan	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
➤ Subject Lecture Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Marks Entry				<input type="checkbox"/>	
➤ Student Assignments / Homework		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
➤ View Student Attendance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Time Table		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
➤ Results		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
➤ Events / Social Calendar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

➤ Exam Schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Leave Application	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
➤ Fee		<input type="checkbox"/>			
➤ Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Mark Student Attendance				<input type="checkbox"/>	
➤ View Subordinate Attendance	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
➤ Employee Leave Application	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
➤ Add Events / Social Calendar	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
➤ Update General Board	<input type="checkbox"/>				<input type="checkbox"/>
➤ Update Private Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ New Registration	<input type="checkbox"/>				<input type="checkbox"/>
➤ Change Password	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Block / Unblock Logins	<input type="checkbox"/>				<input type="checkbox"/>
➤ Employee Details	<input type="checkbox"/>				<input type="checkbox"/>
➤ View Attendance (Biometric)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
➤ Store Management	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
➤ Students Report	<input type="checkbox"/>				<input type="checkbox"/>
➤ Students Fees Report	<input type="checkbox"/>				<input type="checkbox"/>

\* Activities can be assigned as well as revoked to any of the group / individual by an administrator.

### **Detailed description of MODULES – e-Campus [Campus Management System]**

<b>❖ ADMINISTRATION</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Adding Users.</li> <li>➤ Setting passwords for different activities.</li> <li>➤ Set auto posting in account from different modules (Required/Not required).</li> </ul>	<ul style="list-style-type: none"> <li>➤ Granting permissions to users.</li> <li>➤ Revoking permissions from users.</li> <li>➤ Setting Read/Write/Update permissions from individual screen.</li> </ul>	<ul style="list-style-type: none"> <li>➤ User list with set of permissions.</li> <li>➤ Query – Users.</li> </ul>
<b>❖ ENQUIRY</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Enquires.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Follow up enquiries.</li> <li>➤ Manage the enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Analytical reports.</li> <li>➤ Queries – Enquiries.</li> </ul>
<b>❖ REGISTRATION</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Student Type.</li> <li>➤ Admission Categories.</li> <li>➤ Houses.</li> <li>➤ Sections/Semesters.</li> <li>➤ Courses.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Registration form.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Query Engine – Forms.</li> <li>➤ Transfer certificates.</li> <li>➤ Character certificates.</li> </ul>
<b>❖ FEE</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Fee types.</li> <li>➤ Course semesters.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Confirm candidates.</li> <li>➤ Fee receipt.</li> <li>➤ Group Fee due.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Query Engine – Students.</li> <li>➤ Fee details.</li> <li>➤ List of defaulters.</li> <li>➤ Fee statements.</li> <li>➤ Daily collection report.</li> </ul>

<b>❖ ACCOUNTS</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Account Groups.</li> <li>➤ Account Ledgers.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Voucher Entry [All Types].</li> <li>➤ Edition/Deletion of vouchers.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Cash Book.</li> <li>➤ Day Book.</li> <li>➤ Ledgers.</li> <li>➤ Trial Balance.</li> <li>➤ Account Drill Downs.</li> </ul>

<b>❖ LIBRARY</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Book categories.</li> <li>➤ Book type.</li> <li>➤ Publications with places.</li> <li>➤ Member types.</li> <li>➤ Authors.</li> <li>➤ Book subjects.</li> <li>➤ Library cards.</li> <li>➤ Stock verifications.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Accessioning.</li> <li>➤ Circulation <ul style="list-style-type: none"> <li>▪ Issue.</li> <li>▪ Return.</li> </ul> </li> <li>➤ Book adjustment.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Accessing register.</li> <li>➤ Fine report.</li> <li>➤ Queries – Books.</li> <li>➤ Book tracking.</li> <li>➤ Bar code printing.</li> <li>➤ Lib card printing.</li> <li>➤ Spine Printing.</li> </ul>

<b>❖ HOSTEL</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Hostels.</li> <li>➤ Rooms.</li> <li>➤ Dormitories.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Allocation of rooms / beds.</li> <li>➤ De allocating rooms / beds.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Hostel reports.</li> <li>➤ Room reports.</li> <li>➤ Query.</li> </ul>

<b>❖ TRANSPORT</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Vehicle.</li> <li>➤ Bus stops.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Allocation of bus / vehicle.</li> <li>➤ Deallocation of bus/vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Transport card.</li> <li>➤ Queries.</li> </ul>

❖ STOCK		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)

<ul style="list-style-type: none"> <li>➤ Brands.</li> <li>➤ Categories.</li> <li>➤ Items.</li> <li>➤ Suppliers.</li> <li>➤ Unit and subunits.</li> <li>➤ Locations.</li> <li>➤ Stores (for multiple cities).</li> </ul>	<ul style="list-style-type: none"> <li>➤ Purchase order.</li> <li>➤ Goods receipts.</li> <li>➤ Purchase return.</li> <li>➤ Issue To locations.</li> <li>➤ Issue return.</li> <li>➤ Goods adjustments.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Stock statement.</li> <li>➤ Issue report.</li> <li>➤ Stock navigator.</li> </ul>
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❖ INTERNSHIP AND PLACEMENT		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Companies.</li> <li>➤ Employers.</li> <li>➤ Key Skills</li> </ul>	<ul style="list-style-type: none"> <li>➤ Setting criteria.</li> <li>➤ Job postings.</li> <li>➤ Resume Creation</li> </ul>	<ul style="list-style-type: none"> <li>➤ Search Jobs.</li> <li>➤ Job alerts.</li> <li>➤ Reports.</li> </ul>
❖ CONVOCATION (Please discuss with HOD: T & E Department)		

❖ TIME TABLE		
Recording Of (Creation)	Key In (Data Entry)	Reports (Output)
<ul style="list-style-type: none"> <li>➤ Time table types.</li> <li>➤ Time slots.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Assign slots to faculties.</li> <li>➤ Arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Printing time table of class.</li> <li>➤ Printing time table of Faculty</li> <li>➤ Faculty load according AICTE.</li> <li>➤ Remaining slots of time table</li> </ul>

❖ ACADEMIC		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Subjects</li> <li>➤ Subject groups.</li> <li>➤ Unit.</li> <li>➤ Sub units.</li> <li>➤ Topics.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Assignment to faculties.</li> <li>➤ Academic report.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Printing syllabus.</li> <li>➤ Faculty performance report.</li> </ul>

<b>❖ EXAMINATION</b>		
Recording Of (Creation)	Key In (Data Entry)	Reports/Utilities (Output)
<ul style="list-style-type: none"> <li>➤ Creating patterns.</li> <li>➤ Exam types.</li> <li>➤ Assign subjects.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Setting exams.</li> <li>➤ Marks entry.</li> <li>➤ Manage exams.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Queries.</li> <li>➤ Marks sheets printing.</li> </ul>
<b>❖ Training Programmes, Workshops, Conferences and etc., (Bidders should discuss with HOD: T &amp; E Division for inputs before submission of the tender)</b>		
<b>❖ Packaging India and Membership (Bidders should discuss with HOD: T &amp; E Division for inputs before submission of the tender)</b>		

- *Warranty / support will be for three years from the date of installation*

### **Annual Technical Support Charges (AMC)**

Yearly fee for support after warranty (six months) period would be as follows:

First year	:	of the product cost.
Second Year	:	of the product cost
Third Year	:	of the product cost
Fourth Year	:	of the product cost
Fifth Year Onwards	:	of the product cost

The software would be for exclusive use of the purchaser only without any right to copy except for backup.

### **Payment Terms & Conditions**

The selected bidder for the project of ERP Implementation would be paid by the IIP as per the schedule mentioned below:

S. No	Deliverable	On Finalization (As percentage of the contract value)
1.	At the completion of ERP Preparation phase Modules	15% of the cost of implementation services will be paid
2.	After the demonstration & completion of all the Modules	45 % of the cost of implementation services will be paid
3.	At the successful Implementation of the completion ERP	25% of the cost of implementation services will be paid

4.	After one annual quarter of successful operation and successful completion of three months of user adoption services	15% of the cost of implementation services will be paid
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**Annual Technical Support Charges (AMC)**

Yearly fee for support after warranty (six months) period please mentioned in

Percentage: First year	:	of the product cost.
Second Year	:	of the product cost
Third Year	:	of the product cost
Fourth Year	:	of the product cost
Fifth Year Onwards	:	of the product cost

The above payments shall be made to the System Integrator provided that the payments to be made at any time shall not exceed the amount certified by the IIP, Mumbai.

1. All Reports shall first be submitted as draft reports for comments of the IIP, Mumbai. The IIP shall provide its comments no later than three weeks from the date of receiving a draft report and in case no comments are provided within such three weeks, the System Integrator shall finalize its report.

**ANNEXURE – III**

**Performa for the Financial Bid**

DESCRIPTION OF THE MODULES AT INDIAN INSTITUTE OF PACKAGING,  
MUMBAI

S. No.	Name of the Module	Cost of the Module in Rs
<b>Section - A</b>		
1.	<b>Admission Module</b>	
2.	<b>Student Information Management</b>	
3.	<b>Student Attendance Management System</b>	
4.	<b>Syllabus &amp; Time Table Management</b>	
5.	<b>Student Examination</b>	
6.	<b>Library Management System</b>	
7.	<b>Training Programmes</b>	
8.	<b>Internship &amp; Placement</b>	
8.	<b>Alumni</b>	
9.	<b>Fee Management</b>	
10.	<b>Stock management</b>	
11.	<b>Convocation</b>	
12.	<b>Transport Management</b>	
13.	<b>Hostel Management</b>	
14.	<b>Staff Information</b>	
15.	<b>Staff Attendance Management</b>	
16.	<b>Assets /Inventory Management</b>	
	<b>Convocation</b>	
17.	<b>Membership</b>	
18.	<b>Packaging India</b>	
<b>Section - B</b>		
19	<b>AMC (Annual Maintenance Contract), after warranty period is expired.</b> <b>1<sup>st</sup> Year cost : Rs.</b> <b>2<sup>nd</sup> Year cost : Rs.</b> <b>3<sup>rd</sup> Year cost : Rs.</b> <b>4<sup>th</sup> Year cost : Rs.</b> <b>5<sup>th</sup> Year cost : Rs.</b>	
	<b>TOTAL (A + B)</b>	

- 1. The payment will be released in Phases & module wise as per completion & testing.**
- 2. The successful vendor/firm will have to submit 10% amount of the work order / purchase order value as security deposit in the form of DD/FD/bank guarantee before the release of first module payment.**

Detailed requirement of each module is attached herewith.

**Authorized Signatory  
Seal of the company / Firm**

**Signature of the Applicant with Seal**



## Annexure IV

### Agreement Draft:

**The said agreement is for Supply, Customization, Design, Development, Integration, Testing, Training, Implementation and module wise two year on- site Comprehensive Warranty Maintenance and Support of Open Source Enterprise Resource Planning System including, supply, Installation, Testing, Commissioning, Module wise three year on-site Comprehensive Maintenance and Training at IIP, Mumbai.**

Indian Institute of Packaging is an autonomous body under Ministry of Commerce and Industry, Government of India, and its aims, structure and way of working may differ from other Technical Educational Institutes. Potential vendors should be aware of the status and environment of IIP, Mumbai, and must take particular note that intellectual property rights relating to any software, equipment, products and materials acquired for this project are properly observed.

- a M/s .....(the selected vendor )should provide on-site comprehensive warranty maintenance support services for two year after satisfactory implementation.
- b M/s ..... (the selected vendor ) shall be entirely responsible for all taxes, duties, octroi, license fees, etc., incurred for performance of the services. If there is any reduction in taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to IIP, Mumbai.
- c M/s .....(the selected vendor ) shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Vendor shall always act, in respect of any matter relating to this Contract, as faithful advisors to IIP, Mumbai and shall, at all times, support and safeguard HOD: Training & Education Division, IIP, Mumbai – 400 093 legitimate interests in any dealings with Third parties.
- d IIP, reserves the right to inspect the performance of the vendor prior to commencement or in between the work progress. The inspection may cover all areas related to the assigned work agreement / purchase order, especially methodology, manpower, infrastructure etc. If found guilty, IIP reserves the right to cancel the said agreement / purchase order assigned to the vendor at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the purchase order is cancelled then the costs incurred will be at the risk of the vendor and shall be born by the vendor and under no circumstances the vendor shall be eligible for any payment or damages from IIP, Mumbai.
- e M/s .....(the selected vendor ) shall not, without IIP Mumbai prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, software code, sample of information furnished by or on behalf of IIP, Mumbai in

connection therewith, to any person other than a person employed by the vendor in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance

- f** If M/s .....(the selected vendor ) is not able to fulfill its obligations under the contract, which includes non-completion of the work, the IIP reserves the right to accomplish the work through another vendor and Performance Bank Gurantee of vendor will be forfeited. Also, any costs, damages etc. resulting out of the same shall have to be born by the selected vendor.
- g** The selected vendor will automatically agree with IIP for honouring all aspects of fair-trade practices in executing the agreement / purchase order/s placed by IIP, Mumbai.
- h** If the name of the product is changed for describing substantially the same in a renamed form then all techno financial benefits agreed with respect to the original product, shall be passed on to IIP, Mumbai and the obligations with IIP, Mumbai taken by the Vendor with respect to the product with the old name shall be passed on to the product so renamed.
- i** IIP, Mumbai and/or subsidiaries and/or affiliates and/or sister concerns etc. reserves the right at their discretion to employ this ERPSystem.
- j** Source code for all work carried out, designs, documents etc shall deemed to be owned by and property of IIP, Mumbai.

### **Project Specific Terms & Conditions**

Notwithstanding any assumptions and/or deviations, if any, as mentioned by M/s ..... (the selected vendor in its response submitted to IIP, Mumbai in response to the said EOI the following terms and conditions shall be binding on M/s..... the selected vendor and the same should be strictly adhered to and complied.

- a. The M/s..... the selected vendor shall designate a single point of contact for the project, for IIP, Mumbai to interface with, on all project issues.
- b. M/s ..... the selected vendor shall intimate the contact details including mobile numbers and e-mail address etc. within a week of the letter of Award to IIP, Mumbai.
- c. All project work after Proof of Concept (POC) testing & thereafter shall be carried out at IIP, Mumbai premises at its sole discretion.
- d. M/s ..... the selected vendor shall deploy one person at IIP, Mumbai to facilitate communications, monitoring, control etc till the final acceptance. IIP, Mumbai will only provide seating space with furniture and LAN connection facilitating access at its premises for the responder's personnel.
- e. In case IIP, Mumbai decides for carrying out work at its premises M/s .....the selected vendor shall arrange for onsite development tools, equipment/s if any, software products including tools, utilities etc and associated licenses if any, stationeries, other logistics etc till the final acceptance and roll out of the said ERP project. All risks and costs related to any such equipment and/or product will be borne by M /s the selected vendor.

- f. Any additional equipment and/or product and/or accessories required by M/s..... the selected vendor, will be M/s ..... the selected vendor's responsibility, subject to IIP, Mumbai approval. All risks and costs related to such equipment(s) will be borne by M/s..... the selected vendor.
- g. M/s ..... the selected vendor shall provide IIP, Mumbai with a work breakdown and project schedule for all activities specified and any subsequent amendments and/or clarifications, within a week of the Letter of Award.
- h. IEEE standards should be followed wherever applicable during the project. If there is no corresponding standard or any other standard is to be followed, then the M/s ..... the selected vendor should get his/ her template formally approved by IIP, Mumbai before proceeding.
- i. M/s ..... the selected vendor shall ensure weekly project status reporting which will specify the following:
- Planned start date and end date for each activity
  - ii. Actual start date and end date for each activity
  - iii. Activities carried out in the previous week
  - Activities planned for next week
  - Activities which were planned for the previous week but could not be carried out.
  - Any schedule slippages that have occurred, and corrective measures to bring the project back on schedule.
  - Any information/ review pending from IIP, Mumbai as on date, and date from which pending.
  - Likely reviews by IIP, Mumbai in the next fortnight
  - Time required from IIP, Mumbai in the next fortnight including details of person to be met, duration and agenda of meeting.
  - Outstanding bug/ error count
  - Follow up on pending issues/ action items of previous reviews
  - Summary depicting the highlights, lowlights and/or any important issues/points that should be brought out/ highlighted
- j. The weekly status report will not be limited to software development only, but shall include and cover all activities which are to be carried out by the responder for successful completion of the ERP System.
- k. The weekly status report of the previous week should be handed over by M/s..... the selected vendor in hard copy to IIP, Mumbai designated official by 1700 hours on the first working day of the week. The same should also be sent by e-mailed to IIP, Mumbai designated official every week.
- l. M/s ..... the selected vendor's Project Manager shall have onsite fortnightly reviews in person (with the IIP, Mumbai nominated team every Tuesday morning (or the next working day, in the event of Tuesday being a holiday) from 10 AM to 11 AM or at the date, time and venue notified by IIP, Mumbai. All action points will be recorded and followed up in the successive review meeting.

- m. All working days will be with reference to the IIP, Mumbai calendar.
- n. All documents (e.g.: System Requirement Specifications, Gap Analysis, Test Cases, Design Documents, Code with Comments, Training Material etc) should be kept in sync with the implemented solution throughout the life cycle of the project which also invariably includes maintenance and change management.
- o. The delivery of code should be by supplying three sets of duly labelled and indexed working CD/ DVD(s).
- p. The delivery of documentation should be by supplying three sets of duly labelled and indexed working CD/DVD(s) and two well bound hard copies.

**Acceptance criteria for any other activity not covered by this document will be decided between IIP, Mumbai and selected vendor in their fortnightly status review meetings and then will be signed off by IIP, Mumbai.**

**The bugs will be categorized as follows:**

- i. **Critical:** The defect results in the failure of the complete software system, and/or of a subsystem, and/or of a software unit (program or module) within the system
- ii. **Major:** The defect results in the failure of the complete software system, and/or of a subsystem, and/or of a software unit (program or module) within the system. There is no way to make the failed component(s) work completely, however, there are acceptable processing alternatives which will yield the desired result
- iii. **Average:** The defect does not result in a failure, but causes the system to produce incorrect, incomplete, or inconsistent results, or the defect impairs the system usability
- iv. **Minor:** the defect does not cause a failure, does not impair usability, and the desired processing results are easily obtained by working around the defect.
- v. **Exception:** The defect is the result of non-conformance to a standard, is related to aesthetics of the system, or is a request for an enhancement. Defects at this level may be deferred or even ignored

### **On-Site Comprehensive Warranty Maintenance and Change Management**

- i. The selected vendor will provide on-site comprehensive warranty maintenance for both baseline products and application software and hardware if any during the maintenance period.
- ii. The on-site comprehensive warranty maintenance would include:
  - a. Adaptive Maintenance
  - b. Perfective Maintenance
  - c. Corrective Maintenance
  - d. Emergency Maintenance
  - e. Preventive Maintenance

- iii. All the supplied products shall be maintained by the M/s..... the selected vendor and not by the IIP, Mumbai during the warranty and maintenance period
- iv. The scope of maintenance includes acquisition and installation of upgrades/ patches/ revisions on the supplied products
- v. The scope of on-site comprehensive warranty maintenance etc includes porting the application and data migration to accommodate upgrades/ patches/ revisions etc. of the supplied products
- vi. All on-site comprehensive warranty maintenance work, where the severity of the bug is 1 or 2 (as per categorization in acceptance criteria above), is to be carried out within 24 hours of reporting the problem, for 95% of the bugs reported.
- vii. In case of a delay after 24 hours for category 1,2 bugs a sum of Rupees 1500/- (Rupees One Thousand Five Hundred Only) per hour or a part thereof shall be deducted from the quarterly warranty maintenance charges/ maintenance charges proposed as applicable.
- viii. All on-site comprehensive warranty maintenance work, where the severity of the bug is 3 or 4 (as per categorization in acceptance criteria above) is to be carried out within 48 hours of reporting the problem, for 95% of the bugs reported.
- ix. In case of a delay after 48 hours for category 3 or 4 bugs a sum of Rupees 1000/- (Rupees One Thousand Only) per hour or a part thereof shall be deducted from the quarterly warranty maintenance charges / maintenance charges as applicable.
- x. The upper ceiling of the penalty on the on-site comprehensive warranty maintenance services shall be the total amount to be paid to M/s..... the selected vendor for providing on-site warranty maintenance/ annual warranty maintenance services in a year under the contract (after one year of successful installation). In case the total penalty in a year is more than the balance payment to be made to M/s the selected vendor during the year IIP, Mumbai may request the vendor to deposit the amount with IIP, Mumbai with in a stipulated time period or may revoke the performance guarantee either in part or full to realize the outstanding dues and for non-performance as per the contract.
- xi. A schedule will be drawn up for preventive, adaptive and perfective maintenance during the fortnightly project status review between IIP, Mumbai and the selected vendor.
- xii. All maintenance will be carried out at IIP, Mumbai premises or as decided mutually between IIP, Mumbai and the M/s..... the selected vendor on a case to casebasis. M/s..... the selected vendor may have to provision for a scaled down version of the system to facilitate debugging at IIP, Mumbai premises. No debugging shall be carried out on the live production system.

- xii. Notification of all bugs or enhancement requests will be logged onto M/s..... the selected vendor's bug reporting site and sent by e-mail, or delivered by hard copy (Fax etc) to the selected vendor's Project Manager by IIP, Mumbai (the format for details of bugs can be decided by selected vendor after discussion and approval of IIP, Mumbai).
- xiv. All enhancement requests will be governed by the Change Control Procedure. The change control board will be constituted comprising of both IIP, Mumbai and selected vendor staff, within a fortnight of letter of Award.
- xv. During the period of on-site warranty maintenance support service, M/s ..... the selected vendor should and is liable to implement the changes in the software required (e.g. new functionalities, improvement in execution time, performance tuning etc.) and which were not there in base line i.e. SRS, design description, etc. Any change management shall invariably be governed by the terms and conditions of the initial software solution and the same acceptance, penalties, maintenance and payment terms shall stand subject to the discretion of IIP, Mumbai. The decision of the Director, IIP, Mumbai shall be final and binding on the vendor in all regards.
- xvi. During the period of on-site warranty maintenance, the vendor is liable to implement the changes in the supplied product and/or services and to suggest changes if any and which are essentially required as well as adequate for efficient and effective functioning of ERP system in terms of other products and/or servers. IIP, Mumbai reserves the right to decide on any such suggestion(s).
- xvii. The selected vendor should estimate the efforts (man hours and function point) required to implement the change for each functional process based on function point analysis.
- xviii. Warranty of all supplied products if any is the responsibility of the responder and not the IIP, Mumbai.

On-Site Comprehensive Warranty Maintenance period any modifications and/or additions to the commissioned/ implemented software shall be carried out by M/s .....the selected vendor free of cost even if it is categorized under change management etc within IIP, Mumbai stipulated time period, failure to comply with which may invite forfeiture of Performance Bank Guarantee and any other sanctions including additional liquidated damages as decided by IIP, Mumbai and/or IIP, Mumbai at its/ their sole discretion.

xix. xix.



## Training

- i. The M/s..... the selected vendor shall provide the training at IIP, Mumbai on working days (Monday through Friday) between 1030 hours to 1700 hours only. M/s ..... the selected vendor has to make arrangements for all logistics for training including Desktop computers, Space etc (However IIP, Mumbai at its convenience may provide the logistics assistance). M/s ..... the selected vendor shall provide for courseware including demonstration and hands-on training facilities.
- ii. M/s ..... the selected vendor shall conduct repeat training if the written feedback from the audience/ students / staff as obtained by IIP, Mumbai (on the template jointly prepared by M/s .....the selected vendor and IIP, Mumbai for the same) indicates that less than 70% of the audience / staff / students were satisfied with the said system implementation.
- iii. All training shall be conducted as instructor-let training and should have at least 90% time as hand-on training.
- iv. M/s .....the selected vendor will provide soft copies (three sets) of all training material and course material to enable IIP, Mumbai to conduct further training to its staff/ users, if required at a later point
- v. M/s .....the selected vendor will provide each participant with a copy of the training material. This material should be approved by IIP, Mumbai at least 2 days prior to start to the course/ training.  
Training should include functional training, training on the base product and system / database administration activities.
- vi. M/s ..... the selected vendor shall provide a detailed training plan to IIP, Mumbai, before the commencement of the training. This should include:
  - a. The training schedule and venue
  - b. Course Objectives and pre-requisites, including learner profile
  - c. List of courses and delivery mode (Hands-on component, self-learning component and instructor-led component)
  - d. Infrastructure required for each training
  - e. Course material being provided for each training
  - f. Feedback mechanism for trainer.
  - g. Evaluation mechanism for trainee

## Escalation Path

- i) The escalation path at IIP, Mumbai for M/s ..... the selected vendor to resolve any outstanding issues is:
- ii) Oic ERP System
- ii) The HOD: T & E Division,

## General

- a. M/s..... the selected vendor will make available a skilled technically qualified team to plan, prepare & submit the technical specifications for entire ERP system and supervise commissioning of equipments by skilled technically qualified personnel. The schedule which will be followed for this activity will be delivered by M/s ..... the selected vendor to IIP, Mumbai within three weeks of Letter of Award.
- b. POC testing will be carried out with concurrent users (numbers to be decided mutually between IIP, Mumbai and selected vendor)
- c. IIP, Mumbai reserves the right to order the superset and/or subset of each and/or all items quoted by the selected vendor as per EOI financial response – price schedule



## ANNEXURE V

### Company Profile

Sr. No	Parameters	Information
1.	Name and address of the Firm (Product Vendor)	
2.	Name of the Bidder Firm if different from (1) If Bidder Firm (2) is bidding then copies of authorization Certificates from Manufacturing Firm (Product Vendor) to be provided	
3.	Year of Incorporation of Manufacturing Firm (Product Vendor) registration certification	
4.	GST Registration No.	
5.	Cities where offices are located	
6.	Cities where development and support centres are located	
7.	No. of employees involved in development of solutions for education and research	
8.	No. of employees involved in support of solutions for education and research	
10.	Name of ERP Product	
11.	Latest version Launch Date	
12.	Turnover of the Manufacturing Firm (Product Vendor) in last 3 years : 2017-18: 2018-19: 2019-20:	
14.	Product Details 1. Comprehensive technical details are to be provided in the form of printed literature, technical papers, white papers, case studies etc. 2. The different modules that are available (relevant to this project are to be listed and described).	
15.	Detail of Integration Components The comprehensive details of integration components like; 1. Web-portal 2. E-Tendering 3. SMS gateway 4. Other ERP interface 5. Smart Card Interface 6. BI(Business Intelligence) tools for MIS/DSS 7. GIS (Geographical Information System) 8. EFT (Electronic Fund Transfer) 9. Barcode device interface 10. Bio-metric devices interface 11. Machine/digital pen interface for automatic data entry	

	<p>12. GPS (Geographic Information System) interface</p> <p>13. Advance remote surveillance interface</p> <p>14. Any other advanced and relevant integration Component Data Migration from Legacy Systems</p> <p>15. Technical details of data migration from legacy system using FoxBase-III plus, Oracle/SQL, Access etc.</p>	
16.	Evidence of registration with relevant authorities	
17.	<p>Pricing model (no prices are to be given, unless these are publically available such as web announced list prices in this case)</p> <p>1. Whether the system is an integrated system with one price.</p> <p>2. Whether pricing is based on number of users, number of processors or other criteria.</p> <p>3. Whether modules are priced separately, if so, various combinations of modules available for acquisition are to be listed.</p> <p>4. Whether licensing is on perpetual basis, or on a time basis, or both options are Available (detail to be given)</p> <p>5. Post purchase maintenance and upgrade pricing policies are to be given.</p> <p>If standard percentages of acquisition costs are used these are to be specified.</p>	
18.	<p>Case studies (Global) Details of installations are to be given At least one of these may be for a trading company involved in Procurement, Transportation, Storage, Distribution &amp; Sales, Financial Management, Inventory Management, Human Resource Management, General office Administration For each case study, at least the following information must be provided;</p> <p>1. Name of Customer</p> <p>2. Modules that were used</p> <p>3. Number of users</p> <p>4. Approximate data set size</p> <p>Brief description of the hardware and support software used.</p>	
19.	Case studies (Indian) At least one example of a case study nearest to the requirements of this proposal may be given	
20.	Localization (India specific) Comprehensive details of the India specific legal / regulatory requirement compliances through the offered ERP	
21.	Confirmation - Support System - 24x7x365 support system	
22.	Impact assessment on Productivity and Profitability	
23.	What differentiates you from other service providers	

24.	Company Registration number	
25.	PAN No.	
26.	GST Registration Number	

## ANNEXURE - II

### Common features and terms / Conditions for vendors (Technical):

- Above requirements are prepared primarily to understand the need for computerization of each department and to be further explored in detail after discussing with the respective department.
- The ERP software system should be integrated with following existing software's and servers: Active directory integration, send mail and proxy server, Tally accounting software, and import of data from existing library and admission software, without any extra charges.
- Minimum 3 years module wise onsite support for training users and minor customization in report and interface as and when required after finalization of implementation. Yearly Charges for AMC after the completion of above mentioned 3 years support to be quoted separately.
- Software must be including server Operating system, database, etc. No third-party license should be required to run the software.
- Backup to be integrated software according to the backup strategy of the institute.
- Should support all industry standard protocols for storage, backup and security and virtualization.
- System should be designed for future expansion and scalability and should have provision for adding modules for other departments in future.
- Module wise Implementation Plan/time line with customization to be clearly mentioned
- Customization to be done at HOD: Training & Education Division, IIP, Mumbai-400 093 premises, required manpower/ developers to be deployed till final implementation, and satisfactory certificate to be received from each individual department.
- The system should have the facility of entering the data in regionalcentres.
- The modules designed should be reusable and can be extended with minor changes to other applicable departments without any extra charges.
- All the modules to be implemented using single development technology, database, and must have web-based access to all the reports and forms required by the users (No client component required to be installed on the user's PC).
- All these operations must be recorded automatically in the event log on the server with relevant identification such as pc, user, date and time, etc of the accessed source. Periodic backup of logs to be purged periodically after backup.
- Perpetual license for unlimited concurrent users.

**ANNEXURE VII**

**Format for covering letter to be submitted on printed letterhead of the firm and duly signed by an authorized signatory**

HOD: Training & Education Department  
Indian Institute of Packaging  
E-2, MIDC, Andheri East, Mumbai – 400 093

**Subject: Submission of Tender for open source-based ERP system**

Sir,

With reference to your press notification inviting tender for the open source-based ERP system, we are herewith submitting the necessary documents. We are of the firm belief that we are competent to undertake this project.

The necessary documents in support of our application are enclosed.

Yours sincerely

(authorized signatory)

Encl: List of documents (may be given separately)

ANNEXURE VI

**Format for undertaking to be submitted on printed letterhead of the firm and signed by an authorized signatory**

**UNDERTAKING**

We understand that if the details provided above are found untenable or unsubstantiated, our application is liable to be rejected without any reference to us.

We further clearly understand that HOD: Training & Education Department, Indian Institute of Packaging, E-2, MIDC, Andheri East, Mumbai – 400 093 is not obliged to inform us of the reason of rejection of our bid.

The decision taken by the HOD: Training & Education Department, Indian Institute of Packaging, E-2, MIDC, Andheri East, Mumbai – 400 093 will be final and binding on all bidders.

I hereby declare that our company has not been debarred / black listed by any Government /Semi Government organizations. I further certify that I am the competent authority in my company authorized to make this declaration.

Yours sincerely

(authorized signatory)

(Seal of the Company)