



Indian Institute of Management Lucknow

Name of the Work

**Tender for providing Maintenance and Enhancement
Solutions of PeopleSoft (Oracle) Applications used by
IIM Lucknow**

NIT No. : IIML/PUR/ERP/19/2020-21 Date: 01/10/2020

Website : www.iiml.ac.in

E-TENDER NOTICE

NOTICE INVITING TENDER

NIT No. – IIML/PUR/ERP/19/2020-21

Dated:01/10/2020

Indian Institute of Management, Lucknow, an autonomous body, under the Ministry of Human Resources Development, Government of India invites online E-tenders in Two-Bid Systems (i.e. Technical Bid & Financial Bid) for providing Maintenance and Enhancement Solutions of PeopleSoft (Oracle) Applications used by IIM Lucknow from eligible Vendors/Firms/Agencies. A free view of NIT is available on Govt. E-Procurement portal i.e. <https://www.eprocure.gov.in> and on Institute website www.iiml.ac.in. Interested Firm/agencies are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender documents comprise of Technical bid and Financial bid. It is requested to download the Tender on acceptance of terms & conditions. The technical bid (in pdf format) and price bid (in Excel format only) duly filled have to be uploaded on e-Procurement Portal of Government of India i.e. <https://eprocure.gov.in> using Digital Signature before the last date & time for submission as mentioned in the tender notice. The credentials as listed below shall be uploaded online.

Bid Information Sheet

Document Description	Tender Document for providing Maintenance and Enhancement Solutions of PeopleSoft (Oracle) Applications used by IIM Lucknow
Tender Date	01/10/2020
Last date & Time of Submission of Response to Tender Document	27/10/2020, 02: 00 PM
PRE BID MEETING (DATE & TIME)	09/10/2020 at 11:00 AM
Bid Opening (Venue, Date & Time)	Meeting Room (1 st Floor), Samadhan Building, IIM Lucknow, Prabandh Nagar, IIM Road, Lucknow - 226013 Date:28/10/2020 Time: 03 PM
Bid Validity	120 days from the date of opening of bids.
Name, Designation, Address and other details (For Submission of Response to Tender Document)	Chief Administrative Officer Indian Institute of Management, Prabandh Nagar, IIM Road , Lucknow -226013 , Phone :0522 -6696917/6929

1. Overview

IIM Lucknow is using the following PeopleSoft applications (9.1) on Oracle database. List of core modules is as follows:

- **PeopleSoft Finance Supply Chain Management (FSCM) 9.1**
- **PeopleSoft Human Capital Management (HCM) 9.1**
- **PeopleSoft Campus Solution (CS) 9.0**
- **PeopleSoft Applications Portal**

1.1 PeopleSoft Human Capital Management (HCM) 9.1

The major modules in production are:

- Core HR
- Position Management
- Absence Management (Leave)
- Payroll (GP)

1.2 PeopleSoft Finance Supply Chain Management (FSCM) 9.1

The major modules in production are:

- Accounts Payables
 - Creation of a voucher
 - Approval of voucher
 - Voucher Posting
 - Payment Advice generation
 - Booking of Payment
 - Posting of Payment
 - Taking Vendor Ledger
- Accounts Receivables
 - Creation of Receivable items
 - Creation of payment entry
 - Matching payments to receivables
 - Posting Item and payments
- General Ledger
 - Posting journal entries
 - Taking trial balance
 - Taking Ledger activity Report
- nVision Reports for accounts
- Purchase
- Inventory
- Assets
- Budgets

1.3 PeopleSoft Campus Solution (CS) 9.0

The major modules in production are:

- Student Administration
- Grade Book
- Student Self Service
- Student Financial

1.4 Custom People Tools based developed Bolt-On

The bolt-ons in production are:

- Medical Reimbursement
- LTC Claim and Settlement
- Loan Management
- Faculty Development Allowance Management
- MDP Finance
- MDP Administration
- MDP Guest House Bolt-On (in progress)
- Payment Advice
- AMC Contracts Management
- Provident Fund Management
- Faculty Travel Management

2.0 Scope of Work:

2.1 The Annual Maintenance Contract will include support and enhancement of the following for FSCM, HCM, CS:

- All Modules in production
- All Reports (customized and standard)
- All Functionalities (customized and standard)
- All Interfaces (customized and standard)
- All Configurations (customized and standard)
- Providing User Operational Manual
- Providing User Training as and when required
- Major Enhancements to the existing modules to improve the work productivity

2.2 Development/ Deployment and Maintenance of the following processes:

S.No.	Existing Module Name	New Module/ process to be developed	Remark
1	Asset Management	Asset Depreciation Calculation	Calculation of yearly depreciation on Assets as per the Institute Policy
2	Finance	Automatic Posting of Voucher	
		GST Compliance	For timely filing of GST returns
3		Creation of Sub-Ledger	For proper control over Accounts, Receivable and Accounts Payable
4		Cash Flow Statement	To ascertain the application and source of cash flow
5		Budget Estimates	To have the concurrent comparisons of Actual with Budget estimates
6	New	Travel Booking	Complete online travel booking system (with advance settlements etc.)
7	New	Estate Management	Allotment of House & Inventory Allotment of Office and Inventory

			Rented Shops Bill processing etc.
8	New	Dispatch Management	Keeping/ Tracking records of incoming and outgoing correspondence and other dispatch related work

2.3 Development of any other new requirement in future time to time or as and when required.

3.0 Support Activities required

3.1 Functional Support Activities

1. Resolve functional setup issues or defects
2. Resolve configuration and transaction related issues or defects
3. Resolve Functional break fix calls either permanently or by workaround
4. Handle issues related to data in production instance
5. Conduct periodical online training for power users on application and support functionalities as and when required

3.2 Technical Support Activities

1. Resolve technical support issues or defects
2. Minor technical development to fix issues or defect
3. Technical defect fix in delivered or custom reports and interfaces
4. Support the customized objects
5. Break-fix
6. Technical - Product Vendor Follow-up
7. Performance Issues (Tuning)
8. Root cause analysis
9. Error detection and correction
10. Interfaces and Customizations issue fix

3.3 Database Administrator Support Activities

1. Application server, web server and database server maintenance for Production and Non Production Environment
2. Project migration if required
3. Carry out routine health check activities and scheduling of scripts
4. Creation of new instances as required and refresh of non-production instance
5. Active monitoring of production application in terms of utilization and other parameters

3.4 Enhancement Activities

1. Functional - Minor Enhancements (Setup Changes, Configuration changes, Profile changes)
2. Technical - Minor Enhancements (Source Code changes, custom reports, forms, workflows)
3. Major Enhancements (including development of custom reports, forms, workflows, business process, and bolt-ons.)

3.5 Backup Continuity and Disaster recovery

Setting of backup and disaster recovery process and ensure secured data backup

3.6 Helping end user

1. Raise tickets on behalf of users

2. Support and guide end users in terms of navigation, data entry, process flow and report generation
3. Create New users or change in user permission or security
4. Online/ Personal training to end users (as and when required)

4.0 Detailed Scope of Work

Maintenance of PeopleSoft Application at IIM Lucknow would include:

Activity	PeopleSoft Modules	Period
Functional and Technical Support	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	3 years
Helping end-users in processing of any functionality	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	As and when required within the 3 years
Deployment of Oracle patches	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	As when patches are available for 3 years
Application configuration	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	As and when required within the 3 years
Addition of features	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	As and when required within the 3 years
Development of new modules, customization, enhancements, reports or interfaces based on changes in policy by Regulator, Government or Industry..	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	As and when required within the 3 years
Help in Generation of new reports	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	As and when required within the 3 years
Development of new modules, customization,	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1	As and when required within the 3 years

enhancements, reports or interfaces based on changes in IIML processes and activities	PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	
Business process Review by Subject matter experts	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	As and when required within the 3 years
Setting of backup and disaster recovery process Ensure secured data backup	PeopleSoft HCM 9.1 PeopleSoft FSCM 9.1 PeopleSoft Campus Solutions 9.0 Custom People Tools based developed Bolt-On	As and when required within the 3 years
Financial Year Closure	PeopleSoft FSCM 9.1	Once a year
Payroll finalization	PeopleSoft HCM 9.1	Monthly if required
Term closure	PeopleSoft Campus Solutions	If required

5.0 Service Level Agreement (SLA) metric for the AMC

The selected Vendor shall ensure 99% uptime for solution on 24*7*365 basis. In the case of any malfunctioning of the application system, the bidder should resolve as the same as follows:

Type	Acknowledgment Time	Resolution Time	Remarks
S1	1 hour	2 hours	Production has stopped
S2	2 hours	8 hours	Incident has occurred but business has not stopped
S3	8 hours	24 hours	Incident not very critical
S4	12 hours	Complexity of the change request	Enhancement or Customization

1. Further, proportionate penalty will be levied in case of down time of the entire application, which shall include penalty of Rs.1000/- (Rs One thousand) per hour.
2. Certified Application Maintenance Engineer is to be made available at site for the first 30 days immediately after awarding work order. After 30 days, support will be available remotely.

OR

Full time on-site Certified Application Maintenance Engineer

(Note: The decision of full time on-site or remote support will be taken by IIML authority after opening of tender).

3. The engineer shall normally follow IIM Lucknow working hours and days but shall have to cater to any troubleshooting any time of the non-working hours' / holiday period upon call.
4. Frequent change of the engineer for support is strongly discouraged. If such changes are unavoidable, sufficient notice to IIM Lucknow should be given by the Vendor and details of the replacement engineer be provided to IIM Lucknow a priory.
5. The engineer shall do preventive and predictive maintenance of the entire PeopleSoft application as per schedule fixed by department for downtime, if required.
6. During the troubleshooting, the engineer shall transfer knowledge on configuration, maintenance and other key activities performed on PeopleSoft Application and proper document is to be handed over to IIM Lucknow.
7. Contractor shall be fully responsible for the proper maintenance of the PeopleSoft application within the contact period from the date of acceptance of the of the Job. The

contractor shall rectify the malfunctioning of any modules for any reason, either onsite or offsite, at his own cost, if any.

8. IIM Lucknow reserves the right to enter into AMC agreement or reject any proposal for it without assigning any reason.

6.0 Project Team composition

The following support is expected:

1. PeopleSoft Techno-functional in - Campus, core HRMS and bolt-ons.
2. PeopleSoft Techno-functional in - Finance and SCM
3. PeopleSoft System Administrator cum Database Administrator,
4. PeopleSoft Global Payroll/ Absence

7.0 Details of the Project Team composition

1. The project team should include well qualified and experienced professional. Some important criteria that should be adhered to while preparing the project team are as follows:

a. PeopleSoft Campus Solutions

- i. Functional consultants with at least 2-3 years of experience of PeopleSoft implementations in Education sector and at least 2 years of experience with Indian educational institutions.
- ii. Experience as a Functional consultant (Configuration, design, fit gap analysis, testing, trouble shooting) in PeopleSoft Campus Solutions: Student Administration, Grade Book, Student Self Service
- iii. Technical consultant with at least 2-3 years of PeopleSoft implementation and support experience. Experience in Education sector will be preferred.
- iv. Experienced in People Tools, Application Engine, Component Interface, Integration Broker, XML publisher report, SQR, PeopleSoft Query, Knowledge in SQL
- v. Experienced in designing and troubleshooting existing bolt-ons (bespoke solutions)

b. People Soft Human Capital Management

- i. Functional consultants with at least 2-3 years of experience of PeopleSoft implementations in Education sector and at least 2 years of experience with Indian educational institutions.
- ii. Experienced as a Global Payroll functional consultant in configuring earnings and deductions elements, pay-group determination, pay calendar run and finalization, off cycle payroll and trouble shooting
- iii. Technical consultant with at least 2-3 years of PeopleSoft implementation and support experience. Experience in Education sector will be preferred.
- iv. Experienced in People Tools, Application Engine, Component Interface, Integration Broker, XML publisher report, SQR, PeopleSoft Query, Knowledge in SQL
- v. Experienced in designing and troubleshooting existing bolt-ons (bespoke solutions)

c. PeopleSoft Financials and Supply Chain Management

- i. Functional consultants as Qualified Chartered Accountants with 2-3 years of experience pertaining to PeopleSoft FSCM implementation and support or

Functional consultants with at least 2-3 years of experience of PeopleSoft implementations in Education sector and at least 2 years of experience with Indian educational institutions.

- ii. Experienced as a functional consultant in configuring, testing and troubleshooting for the following modules: Accounts Payable (AP), Accounts Receivable (AR), General Ledger (GL), Fixed Asset, Budget, Inventory, Expense, Procure to Pay (P2P) cycle, Order to Cash.
- iii. Technical consultant with at least 2-3 years of PeopleSoft implementation and support experience. Experience in Education sector will be preferred.
- iv. Experienced in People Tools, Application Engine, Component Interface, Integration Broker, XML publisher report, SQR, PeopleSoft Query, Knowledge in SQL
- v. Experienced in designing and troubleshooting existing bolt-ons (bespoke solutions)

2. All staffing of team members will be done with approval by IIM Lucknow.

8.0 Activity at the end of the Project

- i. Handover all Technical, Functional and Training Documents to new vendor
- ii. Share all support ticket documents and train the end users.
- iii. Knowledge transfer to new vendor
- iv. Business Process walk through to new vendor.
- v. Critical customization and enhancement walk through to new vendor.
- vi. Overview of critical tickets raised during the support period.
- vii. IT Infrastructure overview of Production and Non Production environment.

9.0 Proposal Evaluation & Bid Comparison

- A committee constituted by IIML will evaluate the proposals. The evaluation of bids shall be done in 2 stages. At the end of technical bid evaluation short listed bidders will be informed of the result/updated on CPP portal.
- IIML will evaluate and compare the bids that have been determined to be substantially responsive, pursuant to tender requirements & other eligibility criteria as stated in this bid document.

10.0 Bidders Pre-Qualification Criteria

SNO	Description	Document required
1	Bidder should have executed at least 2 similar fresh setups/ AMC (HCM, FSCM, Campus and bolt-ons) for educational Institutes in India in last 3 years.	Documentary evidence of projects executed with customer contact details
2	Bidder should be a current certified implementation partner of the Oracle	Documentary evidence from Oracle.
3	Bidder should have at least 6 (six) Oracle certified development engineers.	Self-declaration of the list of engineers
4	The bidder must have at least one certified Oracle DBA	Self-declaration
5	The bidder must have at least one certified Linux engineer	Self-declaration of the list of engineers
6	The bidder must have some expertise on Disaster Recovery and its Management	Documentary evidence of projects executed
7	Positive net worth for last three financial years	Copy of annual Report

		Indicating Positive net worth
8	GST/ PAN/ TAN/ Company Registration	Photocopy
9	Company Profile: (not more than two pages) description of the company (addresses of Registered Office & Head Office, Contact Numbers, Primary Business)	Documentary evidence
10	Earnest Money Deposit (EMD)	Transaction Details (screenshot of the transaction)/ Exemption Certificate (valid MSME/NSIC certificate)
11	<p>Remote Support</p> <ul style="list-style-type: none"> • Remote Technical Support/ Help • Online Training (As and when required) • On-site Engineer support for First 30 days • Quarterly Visit for at least two working days (at their own expenditure) <p>OR</p> <p>On-site Support</p> <ul style="list-style-type: none"> • Full time deployment of Engineer as per IIML working hours and time schedule • On-site Technical Support/ Help • Personal Training (As and when required) 	Self-Declared Acceptance Letter on Letter head
12	New modules development as per Point No. 2.2	(Within maximum six months' time)
13	Tender document duly signed and stamped on each page	Tender Document

11.0 Evaluation of the Technical Bid

Bidder meeting minimum technical qualification with all pre requisite including all supporting document will be considered as technically qualified for opening financial bid.

12.0 Evaluation of the Financial Bid

Financial proposals of only those companies who are technically qualified shall be opened on the date & time communicated on CPP portal, and in the presence of the Bidders' representatives who choose to attend.

The bidder quoting the lowest rate (L1) for a period of three years for "Off-site Remote Application Support + On-site Full Time One Engineer + Development /Support of new modules mentioned in point no. 2.2" will be given the offer.

However, based on decision of IIML authority after finalization of the tender, the work may be awarded for one of the following:

1. Off-site Remote Application Support
OR
2. Off-site Remote Application Support + Development /Support of new modules mentioned in point no. 2.2.
OR
3. Off-site Remote Application Support with On-site Full Time One Engineer
OR
4. Off-site Remote Application Support with Development /Support of new modules mentioned in point no. 2.2. and On-site Full Time One Engineer

(Total cost will be considered as Cost + Tax)

13.0 Price Schedule – Commercial Proposal Format

Name of Bidder:				
PRICE SCHEDULE				
Note : Lowest Bidder will be decided based on Total of rate quoted for 3 years i.e. total of 1.01, 1.02, 1.03, 2.01, 2.02, 2.03, 3.01, 3.02 & 3.03 GST Extra, as applicable, will be extra				
NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	13	53	55
1	Off-site Remote Support Cost			
1.01	Application Support for 1st Year		0.00	INR Zero Only
1.02	Application Support for 2nd Year		0.00	INR Zero Only
1.03	Application Support for 3rd Year		0.00	INR Zero Only
2	On-site Full Time One Engineer Cost			
2.01	1st Year		0.00	INR Zero Only
2.02	2nd Year		0.00	INR Zero Only
2.03	3rd Year		0.00	INR Zero Only
3	Development/* Support Cost of New Modules mentioned in Point No. 2.2 of the tender document (First year development charges & works and 2nd & 3rd year AMC charges for newly developed part)			
3.01	1st Year		0.00	INR Zero Only
3.02	2nd Year		0.00	INR Zero Only
3.03	3rd Year		0.00	INR Zero Only
Total in Figures			0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only		

14. Format of Price Schedule (Annexure 'B') and related terms:

1. **Tenderer must quote in Rupees.** Prices should be quoted as per the enclosed format both in figures and words.
2. The charges quoted shall be kept firm throughout the duration of contract of this work and no price escalation shall be entertained.
3. Price schedule should include all required AMC services of the modules.
4. Any additional service required for successful completion of this project and not mentioned in the price schedule by the tenderer shall have to be provided by contractor at no extra cost if the work is awarded to the tenderer.

5. The price bid must be submitted in specific excel format available with tender document on CPP portal.
6. GST will be extra as applicable

15.0 Performance linked guarantee:

The successful bidder will deposit performance security deposit @ 10% of award of work order amount within 15 days of issuance of work order. Performance Security can be deposited in the form of DD/FDR/BG in favour of 'Indian Institute of Management, Lucknow' payable at Lucknow with a validity of 3 years plus 60 days. The EMD of successful tenderer can be adjusted into the performance security amount on request. No interest will be paid by IIM Lucknow on EMD & Security Deposit Amount. Performance Security will be refunded/returned to the successful bidder, after two months of completion of contract. Performance Security will be forfeited, if the firm fails to perform/abide by any of the terms or conditions of the tender document, work order and Agreement.

16.0. Contract Agreement:

Contract agreement in duplicate on non-judicial stamp paper of Rs. 100/- shall be executed before award of the purchase order to the successful tenderer. Until the final contract documents are prepared and executed, this tender document together with the annexed documents, modifications, deletions agreed upon by IIM Lucknow and the tenderer thereof shall constitute a binding contract between the successful tenderer and IIM Lucknow based on terms and conditions in the aforesaid documents and the finally submitted and accepted prices.

17.0. Contract Period:

Initial period of contract for AMC will be only for 1 (one) year which may be extended further to maximum of two years (on yearly basis) on satisfactory service/performance of each year and subject to approval of Competent Authority.

18.0 Payment terms:

Vendor should raise the quarterly invoice after each quarter of the successful service rendered. Payment of AMC will be made on quarterly basis after the satisfactory service in each quarter. For payments in Rupees deductions at source towards IT and ST will be made as per rule.

19.0 Bid submission process

1. Tender quotation should be uploaded on the online tender site in two-bid system (Techno-commercial bid and Price bid – AMC-) in the enclosed Performa duly filled in and signed.
2. No price should be mentioned in the Techno-Commercial bid.
3. Technical Bid should include following:
 - All documents as mentioned in the Annexure 'A'
 - Bidders are required to deposit an amount of Rs. 1,50,000 (Rupees One Lakh Fifty Thousand only) towards Earnest Money Deposit (EMD) to below mentioned bank account of Institute on or before the tender opening date. EMD through any other form will not be accepted. UTR number / Transaction ID and date of Deposit/Transfer of EMD shall be mentioned in Technical Bid at appropriate place. NSIC / MSME registered firms are exempted from submission of EMD on uploading of valid MSME certificate.

Bank Account No. 07231450000294

IFSC Code HDFC0000723

Name of Bank & Type of Account HDFC/Savings

- EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Security Deposit.

- BID security money shall be forfeited by IIML in the event of Successful Bidder's failure to accept the Award of contract.

20.0 Disqualification

The proposal is liable to be disqualified in the following cases:

1. Proposal not submitted in accordance with this document.
2. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
3. Proposal is received in incomplete form.
4. Proposal is received after due date and time.
5. Proposal is not accompanied by all requisite documents
6. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
7. Any licensing metric other than Full Usage License.
8. The Financial Bid Format with this tender document is just for the information about the format and must NOT be filled by the bidder. A separate financial bid is available in Excel format on CPP Portal, which is required to be filled and uploaded separately in the Standard format on CPP Portal. In case the filled in financial bid is found along with the technical bid, the bid of such Bidder will be rejected.
9. In case any party submits multiple proposals.

21.1 Conditions of the Tender

Penalty Clause:

If the tenderer does not abide by the following terms & conditions, IIM Lucknow reserves the right to initiate appropriate action (including legal) as deemed necessary unless otherwise specified in any specific terms & conditions.

Note:

Terms & Conditions are subject to change prior to the placement of the final purchase order. Since IIM Lucknow is a premier national institution in management education, the bidder may quote academic/educational prices of AMC, software, hardware, equipment and educational software wherever applicable.

22.0 General

1. IIM Lucknow reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof and shall not be bound to accept the lowest tender. Institute reserves the right for distributing the work among several vendors.
2. All documentation is required to be in English. Corrections/overwriting, if unavoidable, should be signed separately. Tender papers must be signed on all the pages by the tenderer.
3. Payment of the earnest money is compulsory along with bid. However, MSME/NSIC registered firms are exempted from the submission of the Earnest Money deposit on submission of valid certificate. In case a successful tenderer (on whom purchase order would be placed) fails to execute the job within specified job completion schedule, the Institute shall NOT return the Security deposit. The security deposit for the successful tenderer shall be returned after successful installation and commissioning of the equipment.
4. Unsuccessful tenderers will be refunded earnest money without interest, on application to IIM Lucknow within 3 months from the tender selection date.

5. Proposals covering solutions for only one or a few modules of the total requirements are liable to be rejected.
6. The Institute will not be responsible for non-receipt of tender quotations within the specified date and time due to any reason.
7. Employment of sub-contractors for the purpose of carrying out any part of the job or AMC maintenance of all or any part of the modules/functions is not acceptable.
8. All addendum / corrigendum will be published / uploaded on eProcurement Portal. The bidders are advised to visit the portal for any updates.
9. All correspondence will be through email/ updating on CPP (eProcurement portal) only. The bidders are required to clearly write their email id in the technical bid.

23.0 Validity of offer:

Tenders submitted by tenderers shall remain valid for a minimum period of 120 days from the date of opening of tenders. The tenderers shall not be entitled during the said period of three months, without consent in writing from IIM Lucknow, to revoke or cancel their tenders or to change the tenders given or any term thereof. In case of tenderers revoking or canceling their tenders or varying any terms in regard thereof without consent of IIM Lucknow in writing, the earnest money deposited by them with their offers, will be forfeited.

24.0 Acquaintance with site:

Tenderers should note that the work is to be executed under the existing site conditions while quoting their rates, terms and conditions. The tenderers may visit the site to get fully acquainted with the site conditions. No compensation/claims in regard to site conditions /constraints /rules and regulations etc. shall be entertained.

25.0 Liquidated Damages:

If a firm accepts an order and fails to execute the order in full or part, due to reasons solely attributed to the firm, as per the terms and conditions stipulated therein, it will be open to this Institute to recover liquidated damages from the firm at the rate 1 % of the value of the undelivered software services per month or part thereof, subject to a maximum of 5% of the value of the undelivered software services

26.0 Risk Purchase:

In case of the tenderer's failure to provide satisfactory service toward the scope of work, IIM Lucknow reserves the right to go for AMC service from other sources by fresh tendering and in that event additional cost incurred by IIM Lucknow for actual final executing the job if any, will be recovered from the tenderer.

27.0 PRE BID MEETING: The interested bidders may attend the pre-bid meeting. The time, date and venue are provided on 1st page of the document. In case, the bidder needs any clarification on the tender document, the same shall be submitted 48 hours prior to the scheduled pre-bid meeting to purchase@iiml.ac.in. After the pre-bid meeting, no query or clarification regarding tender may be entertained.

28. Dispute and Arbitration:

- 1 "All dispute are differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the contract for AMC or subject thereof or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM, Lucknow, who may appoint an arbitrator to adjudicate the same who should be unconnected with IIM, Lucknow. The proceedings will be governed by the provisions of the Arbitration and Conciliation Act, 1996. The place of arbitral proceedings will be Lucknow. The language of the arbitral proceedings shall be English".

2 All questions, disputes and/or differences arising under and out of, or in connection with the contract shall be subject to the territorial jurisdiction of Courts in Lucknow.

28.0 Termination:

If the service quality fails to meet the need or necessary service quality degrades over time, IIM Lucknow will reserves the right to terminate the contractor with one month notice without assigning any reasons and contractor will withdraw their service from IIM Lucknow premises within a month. The contractor will return the documentation of original configuration of the system and subsequent modification made to the system.

29.0 Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics
- Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes.
- Terrorist attacks, public unrest in work area
- Restriction, Freight Embargo

provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Institute shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

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TECHNICAL BID

S. No.	PARTICULARS	TO BE FILLED BY THE BIDDER
1	Name of Tendering Company/ Firm (Attach certificate of Registration)	
2	Name of proprietor/ Director of company/ Firm/ Contractor	
3	Full Address of Reg. Office	
4	Contact No.	
5	E-mail Address	
6	GST No. (attach self-attested copy)	
7	PAN No. (attach self-attested copy)	
8	Earnest Money Deposit (EMD)	Transaction Details UTR No. _____ Date: _____ (screen-shot of the transaction or valid MSME/NSIC Certificate is attached with tech bid at page no.....)
9	Company Profile: (not more than two pages) description of the company (addresses of Registered Office & Head Office, Contact Numbers, Primary Business)	Documentary evidence with the bid at Pg. No..... of Technical bid).
10	Bidder should have executed at least 2 similar fresh setups/ AMC (HCM, FSCM, Campus and bolt-ons) for educational Institutes in India in last 3 years.	YES/NO (If Yes, Documentary evidence of projects executed with customer contact details must be enclose at Pg. No..... of Technical bid)
11	Bidder should be a current certified implementation partner of the Oracle	YES/NO (If Yes, Documentary evidence from Oracle details must be enclose at Pg. No..... of Technical bid)
12	Bidder should have at least 6 (six) Oracle certified development engineers.	YES/NO (If Yes, Self-declaration of the list of engineers details must be enclose at Pg. No..... of Technical bid)
13	The bidder must have at least one certified Oracle DBA	YES/NO (If Yes, Self-declaration must be enclose at Pg. No..... of Technical bid)

14	The bidder must have at least one certified Linux engineer	YES/NO (If Yes, Self-declaration of the list of engineers must be enclose at Pg. No..... of Technical bid)
15	The bidder must have some expertise on Disaster Recovery and its Management	YES/NO (If Yes, Documentary evidence of projects executed must be enclose at Pg. No..... of Technical bid)
16	Positive net worth for last three financial years	YES/NO (If Yes, Copy of annual Report/CA certificate Indicating Positive net worth must be enclose at Pg. No..... of Technical bid)
17	<p>Remote Support</p> <ul style="list-style-type: none"> • Remote Technical Support/ Help • Online Training (As and when required) • On-site Engineer support for First 30 days • Quarterly Visit for at least two working days (at their own expenditure) <p>OR</p> <p>On-site Support</p> <ul style="list-style-type: none"> • Full time deployment of Engineer as per IIML working hours and time schedule • On-site Technical Support/ Help <p>Personal Training (As and when required)</p>	YES/NO (If Yes, Self-Declared Acceptance Letter on Letter head must be enclosed at Pg. No..... of Technical bid)
18	New modules development as per Point No. 2.2	YES/NO (Within maximum six months' time)
19	Tender document duly signed and stamped on each page	YES/NO (If Yes, Tender Document must be enclose at Pg. No..... of Technical bid)

This is to certify that I have understood the terms & condition of the tender document and all the information provided above & enclosed is true to the best of my knowledge and belief.

Signature of the Bidder _____

Date: _____

SNO	Description	Document required
1	Bidder should have executed at least 2 similar fresh setups/ AMC (HCM, FSCM, Campus and bolt-ons) for educational Institutes in India in last 3 years.	Documentary evidence of projects executed with customer contact details
2	Bidder should be a current certified implementation partner of the Oracle	Documentary evidence from Oracle.
3	Bidder should have at least 6 (six) Oracle certified development engineers.	Self-declaration of the list of engineers
4	The bidder must have at least one certified Oracle DBA	Self-declaration
5	The bidder must have at least one certified Linux engineer	Self-declaration of the list of engineers
6	The bidder must have some expertise on Disaster Recovery and its Management	Documentary evidence of projects executed
7	Positive net worth for last three financial years	Copy of annual Report Indicating Positive net worth
8	GST/ PAN/ TAN/ Company Registration	Photocopy
9	Company Profile: (not more than two pages) description of the company (addresses of Registered Office & Head Office, Contact Numbers, Primary Business)	Documentary evidence
10	Earnest Money Deposit (EMD)	Transaction Details (screen-shot of the transaction) or valid MSME/NSIC Certificate
11	<p>Remote Support</p> <ul style="list-style-type: none"> • Remote Technical Support/ Help • Online Training (As and when required) • On-site Engineer support for First 30 days • Quarterly Visit for at least two working days (at their own expenditure) <p>OR</p> <p>On-site Support</p> <ul style="list-style-type: none"> • Full time deployment of Engineer as per IIML working hours and time schedule • On-site Technical Support/ Help • Personal Training (As and when required) 	Self-Declared Acceptance Letter on Letter head
12	New modules development as per Point No. 2.2	(Within maximum six months' time)
13	Tender document duly signed and stamped on each page	Tender Document

ANNEXURE – B

Commercial Proposal Format (For reference only)

Name of Bidder:				
<u>PRICE SCHEDULE</u>				
Note : Lowest Bidder will be decided based on Total of rate quoted for 3 years i.e. total of 1.01, 1.02, 1.03, 2.01, 2.02, 2.03, 3.01, 3.02 & 3.03 GST Extra, as applicable, will be extra				
NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	13	53	55
1	Off-site Remote Support Cost			
1.01	Application Support for 1st Year		0.00	INR Zero Only
1.02	Application Support for 2nd Year		0.00	INR Zero Only
1.03	Application Support for 3rd Year		0.00	INR Zero Only
2	On-site Full Time One Engineer Cost			
2.01	1st Year		0.00	INR Zero Only
2.02	2nd Year		0.00	INR Zero Only
2.03	3rd Year		0.00	INR Zero Only
3	Development/* Support Cost of New Modules mentioned in Point No. 2.2 of the tender document (First year development charges & works and 2nd & 3rd year AMC charges for newly developed part)			
3.01	1st Year		0.00	INR Zero Only
3.02	2nd Year		0.00	INR Zero Only
3.03	3rd Year		0.00	INR Zero Only
Total in Figures			0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only		