भारतीय प्रौद्योगिकी संस्थान इंदौर

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IIT Indore

NIT No.: IITI(MM)/CITC/1/1A/248/ERP/2022-2023   **January 15, 2024**

PREBID REPORT

The meeting for Pre-bid discussion was held at **IIT-Indore on 20/12/2023 from 03.00 PM onwards** for RFP for **Implementation of Web based ERP System**.

The report of the meeting is as mentioned below.

Sl. No.	Reference of the Clause/ Page No. of the Tender Document	Query raised	Pre-bid Attended by	Response from IITI
01.	Page 23, Prequalification Criteria Clause 6	The Turnover will only be considered for ERP Consultancy or Turnover will be considered from the Information Technology Services as mentioned in the eligibility clause	Mr. Akash Gupta from M/s Powerweave, Mumbai	No Change
02.	Page 23, Prequalification Criteria Clause 7	Request to consider ERP implementation for private commercial institutes/Private Sector as well.		No Change
03.	Page 24, Prequalification Criteria Clause 11	Does work completion letter from genuine private sector entity will be considered		No Change
04.	Page 69 and Page 94	The Core modules and Other Modules count and details conflicts. Kindly confirm the module wise scope for proposed ERP.	Mr. Arunkumar from M/s Cognitive platform Solutions, Chennai	Please go through the FRS document.
05.	Pre qualification table 1.2: page 22	Point 5 of above table : in the qualification criteria we would request the term of 5 years be reset to minimum of 10 years' experience, since implementation experience in Indian educational institutions is an important factor in providing proper solution.	Mr. Krishna Kumar from M/s MasterSoft ERP Solut ions Pvt. Ltd. (IITMS)	No Change

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06.		Point 7 of the above table : Request to include implementation in higher education institutions of India like deemed to be Universities also, along with IIT/IIM/IISER/NIT's / State and Central Universities etc.		You may participate in the bid, scoring will be decided by the evaluation committee
07.		Transfer of Source code for internal use of IIT Indore is mentioned along with acknowledging IP rights of the software to the bidder. We request this to be waived off since source code transfer impacts the OEM adversly in various other instances.		You can participate in the bidding mentioning what will be shared with IITI
08.	Page no. 23, Point no. 07	Please consider the private institute in India also for healthy completion?	Mr. Vishal Sharma from M/s Akiko Sherman Infotech Pvt. Ltd, New Delhi	No Change
09.	Page no. 23, Point no. 07	We have experience in two Government institute i.e. National Institute of Plant Genome Research and Swami Vivekanand National Institute of Rehabilitation Training and Research (SVNIRTAR) for ERP. We have query: Can we consider the experience of the above-mentioned institute to qualify the Eligibility?		You may participate in the bid, scoring will be decided by the evaluation committee
10.	Page no. 24, Point no. 14	Is bidder can submit the self-certificate undertaking regarding the Solvency certificate? As it is made for particular department and involves a cost factor as well. So, it is our advice we can submit the same after we get the letter of award.		No Change
11.	General- Timelines	Please confirm the below timelines: - • Requirement Gathering: 03 Months • Go Live: 12 Months • Warranty: 01 Year • AMC: 02 Years		Gather requirements from different departments (3 months) Implement (next 9 months) Go-live (at 12 months) 1 year warranty after go-live 4 years maintenance
12.	General- Hosting	Where the ERP Hosted? Who will bear the cost of server?		ERP will be hosted on the cloud. Institute will hire it.
13.	General- On-Site Support	Is there any On-site Manpower required during the AMC period?		Yes

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14.	Table1.2 Prequalification prameters and supporting documents required	We would request you to please give us MSME exemption on work expereinece as we are growing IT company in Psu/Govt business and doing our continous efforts in participating in these bids for showcasing our Technical expertise.	Ms. Ankita Rawat from M/s AeonX Digital Solutions Pvt Ltd., Mumbai	**Will be considered as per the norms.**
15.	Table1.2 Prequalification prameters and supporting documents required	We would request you to please give us MSME exemption on work expereinece as we are growing IT company in Psu/Govt business and doing our continous efforts in participating in these bids for showcasing our Technical expertise.		**Your participation will be considered as per the norms.**
16.		NuRe Campus (Formerly Campuslabs) was acquired by 3i Infotech Ltd. in January 2022. What documents are we required to submit to show our qualification for this bid.	Mr. Rakesh Mannan from M/s 3i Infotech, Banglore	**Submit all the applicable and relevant documents.**
17.		Will the summary of queries from all vendors (and their responses) be shared as an addendum?		**Yes**
18.		Will customer support in customs clearance of the equipments, if any ?		**Yes, if needed**
19.		Requesting to please provide the full form of IR, ICR, ADM ?		**IR stands for Internationational relations, ACR stands for Alumni and Corporate Relations, ADM stands for Administration**
20.		Applications like library management system, recruitment system and Bio metric attendance open API will be available for integration. Please Confirm		**For Library management it is available: KOHA APIs, for rest of the products : No**

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21.	The Bidder either individually or jointly (Any of Consortium member) should have implemented an ERP System in at least 2 Higher Govt. Education Institutes in India (IITs/IIMs/IISERs/NITs/State or Central Universities) in the Last Five Years. Enclose proof for the same.	We have requisite experience as per the ask. Contract/order date is beyond 5 years, however project has gone live/completed within the stipulated timeperiod. Hope this is acceptable?		Submit completion certificate on clients letter head.
22.		We would like to request, Please give alternative of the Solvency Certificate.	Ms. Khyati from M/s INFINITY INFOWAY PVT. LTD., Rajkot	No change
23.		May I know Estimated Cost of the Work ?		Not Applicable as per service tender rules
24.	Vol II Chapter 4 Clause 4.5.1, Procurement and Supply of software product/s licenses and associated solution components	If IITI finds that ERP solution of LIBSYS meets its requirements will it agree for using it as SaaS subscription on Cloud instead of perpetual license installed in the campus ? Under SaaS subscription no license or source code of the ERP will be provided.	Mr. Sanjeev Singh from M/s LIBSYS Ltd., Gurugram	No
25.	Vol II Chapter 5 Clause 5.2 5.2 Project Deliverables	Will IITI deploy all the Core Modules in one go ? Does it have adequate staff to make the ERP system live simultaneously in all departments using core modules ? During beta testing is IITI expecting to test all modules in parallel ?		Only if the IITI decides procure all modules,.Modules can go live after initial requirement gathering and customization as per IITI needs. Testing can be parallel.

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26.	BOQ_ 823569	a) There is no column for quoting the cost of migration of data from legacy systems. b) 'Library' pricing is to be filled in the BOQ but in the "Functional Requirement Specification" (Vol. II Appendix A) nothing is mentioned about the library requirements. Details of library requirements should be provided for quoting the price.	There is already an option given in Form XII to quote for data migration.
27.	Vol II Chapter 4 clause 4.5.4.9 Support in Warranty Period and AMES Period	a) It is mentioned that "bidder shall continue deploying adequate number of technically qualified personnel onsite till the end of five years" but in the BOQ sheet there is no provision to quote cost of onsite manpower for 5 years. b) It is mentioned that "bidder shall continue deploying adequate number of technically qualified personnel onsite till the end of five years for system maintenance and enhancement, continued change management and incremental inclusion of new modules/features as deemed required by IITI" but the cost of new modules/features can be determined only after understanding the requirements. Will IITI accept and pay this additional cost as and when it asks for new modules/features after the system goes live ?	There is already a form 13 available for giving details of the project team. Enhancement of small scale requiring less than 48 man hours will be included in this. Only efforts requiring beyond 48 man hours will be assessed by IITI.
28.	Vol II Chapter 4 Clause 5.2 Project Deliverables	Provide details of integration of legacy system and the quantum of data to be migrated.	Data from finance, academic department and R&D department need to be migrated. Entire student data and project details with R&D needs to be migrated.

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29.	Vol I Chapter 6 Vol II Chapter 4 Clause 4.5.4.9 Sr. no. 5 Vol II Chapter 5 clause 5.1	In all these 3 references the duration of the project mentioned (i.e. implementation period, warranty period and AMES period) is not same, thus creating ambiguity. Provide a final breakup of the duration of the project.		Gather requirements from different departments (3 months) Implement (next 9 months) Go-live (at 12 months) 1 year warranty after go-live 4 years maintenance
30.	The bidder either individually or jointly (Any of consortium member) should have implemented an ERP Systemin at least 2 Higher Govt. Educational Institutes in India (IITs/IIMs/IISERs/States or Central Universities)in Last Five Years. Enclose proof for the same.	Kindly amend this point as implemented 01 ERP system in Govt. Educational Institute and 01 ERP system in any Govt. organizations.	Ms. Anita Dash from M/s. Oasys Tech Solutions Pvt. Ltd., Bhubaneswar	No Change.
31.	4.4.7.3 Data migration from legacy systems	What are the expected tools to be used for data migration ?	Mr. Santosh from M/s. OASYS Cybernetics Pvt. Ltd., Chennai	As part of the project IA needs to develop/arrange it.
32.	4.4.7.3 Data migration from legacy systems	a) How much data is there to be cleansed ? B) Will there be reverse migration required ?		Finance, Academic, R&D data migration will be required.
33.	4.4.7.4 Integration with existing and legacy systems	Will the department provide the APIs for integration ?		No
34.	A. Finance and Payroll	A module with integration with Hospital/ Dispensary		Only if IITI Buys hospital management system as part of procurement
35.	Sub Module: General Services Input	a) What is the size of data upload required ? B) How much data is there to be entered ? C) Will there be scanning of documents required for uploading ?		Only soft data need to be migrated, there is no scanning will be required.
36	Academic Module	what are the levels of escalations required ?		Part of the requirement gathering.

37.	Sub Module 9 : Examination Management Input	) What are the type of quiz required ? B) Will assignments be real one or a mock one ? C) Will the semester exam details be suggested in advance ? D) Will there be mock exam question papers provided ?.		Part of Learning Management System
38.		Is MSME/ Start-ups Vendor can claim the exemption in Prior Experience and Turnover as per the MSME GFR Rule 7.	M/s. TprosysIT	Yes
39.		Is MSME Vendor can claim the EMD and Tender Fee Exemption		Yes
40.		If Bidder has experience of web application in Private Colleges/School/Medical Colleges, is it consider for Technical Qualification ?		No
41.		Allow private education institute approved by government to qualify the Technical Criteria	Mr. Amar Shishodia from M/s. Softomation Technologies Pvt Ltd,Ghaziabad	No
42.	CHAPTER-5: ELIGIBILITY CRITERIA Page no. 22	The Bidder either individually or jointly (Any of Consortium member) should have implemented an ERP System in at least 2 Higher Govt. Education Institutes In India (IITs/IIMs/IISERs/NITs/State or Central Universities)/State Govt./Central Govt./any PSU in the Last Five Years. Enclose proof for the same. Supporting documents Required: Bidders should submit work order copies and work comptetion letters/Phase completion letter. Bidders shall submit references from each as per the form given in Annexure V.	Ms. Suneeta Yadav from M/s. XtraNet Technologies Private Limited	No Change

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43.	CHAPTER-5: ELIGIBILITY CRITERIA Page no. 22	The Bidder should have the following personnel on their payroll for successful implementation of the ERP solution. i. Higher Education Domain/ERP Specialist ii.Functional Lead — Accounts Specialist iii. Functional Lead-Procurement iv. Functional Lead — HR area Profiles along with expertise of the personnel to be furnished as per Annexure IX. Please furnish the details on who will handle which of the functionalities.		**To be submitted**
44.	Technical scoring Points	Credentials of Bidder & Experience in ERP [Organization, years of experience in educational domain/Govt. Sector, Annual Revenue, Project Management Capabilities, Proposed Implementation Team, Proposed Support Team		**As per the RFQ and any other amendments done by IIT Indore at later stage**
45.	Technical scoring Points	Solution Case Studies & Client References [Client Base in the higher education sector/Govt. Sector in India (especially in other IITs), No. of concurrent users, total no. of regular Users and nature of modules implemented in the past deployments, Relevant Case Studies, Relevant Client References, Previous experience with tools for data migration, issue management, etc.]		**As per the RFQ and any other amendments done by IIT Indore at later stage**
46.	CHAPTER-6: PAYMENT TERMS & SCHEDULE Page no. 36	Dept is releasing the Data Migration payment separetly but line item to quote the data Migration cost is not available in BOQ (excel), please make provision to quote the Data Migration cost in BOQ		**There is already an option given in Form XII to quote for data migration cost.**

47.	CHAPTER-6: PAYMENT TERMS & SCHEDULE Page no. 37	Line item to quote the Application Maintenance & Enhancement Services (AMES) Support cost is not available in BOQ (excel), please make provision to quote the AMC cost in BOQ		Will be added.
48.	CHAPTER-6: PAYMENT TERMS & SCHEDULE Page no. 37	We assumed that Warranty period is 12 months after Go Live of Solution, Please confirm		Gather requirements from different departments (3 months) Implementation (next 9 months) Go-live (at 12 months) 1 year warranty after go-live 4 years maintenance
49.	4.12 Performance Bank Guarantee: Page no. 12	We request to reduce the PBG amount to 3% as per the govt. ordinance. Reference - Memorandum of Govt. No. F.9/4/2020-PPD Government of India Ministry of Finance Department of Expenditure Procurement Policy Division From Deputy Secretary to the Govt. of India		No change
50.	4.13 Roll-out of specific modules: page no. 12	Kindly confirm! Bidder has to handover only customized source code, not the entire source code (in case of Standard solution, bidder will provide only SDK).		Preferably entire source code need to be submitted. However, you can participate in the bidding mentioning what is handed over to IITI.
51.	4.1 General Scope Page no. 68	We assumed that production enviornment on in-house datacenter of I ITI or any other locationwill be provided by Department. Bidder has to provide only required sizing. Please confirm		Yes
52.	4.4.3 Backup and Disaster recovery Page no. 70	Please confirm that DR is provided by department. Is it on Cloud? What is the location of DR?		Institute will provide.
53.	D. High Availability Page no. 71	We assumed that HA will be provided by Department, please confirm.		Required H/W will be privded and HA configuration will be done by IA.
54.	4.4.7.3 Data migration from legacy systems Page no. 74	Request you to department kindly provide the list of legacy applications along with technology stack and details of Database along with total data size that need to be migrated on new solution.		Most of the database is on MySql and PostgreSQL
55.	4.5.2 Procurement and Supply of Database and Operating Systems page no. 76	Please confirm bidder need to supply the open source/Standard/Enterprise license for Database and Operating system.		Opensource solution

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56.	4.5.2 Procurement and Supply of Database and Operating Systems page no. 76	Line item to quote the license cost of Database and Operating system is not available in commercial bid format/Excel, Please make a provision to quote the price for the same.		Opensource solution will be preferred
57.	5.3 Governance Structure and Project Team Requirements IA Project Team during development of the ERP solution Page no. 90	Theses resources are required onsite/offsite during implementation phase.		Both
58.	FORM - XIII Page no. 56	Provision to quote the Manpower rates is Excel format is not available, please confirm where we can submit the manpower cost as per given format.		Please use Form XIII
59.		Request to department kindly confirm, Is there any Third party Audit is required or not ? If required, then How many times Audit required?		Yes from any Govt. agency (CERT India approved)
60.		Please confirm department will provide the Development and Testing environment or bidder needs to provide ? If bidder needs to provide, so where bidder have to setup environment at on-premises or on cloud ?		Institute will provide.
61	Chapter 5/Eligibility Criteria/ Point no. 7/Page no. 23	Experience in implementing ERP systems within the "Department of Industrial Training" and " Department of Higher Education"would be considered as qualifying experience for this criterion.	Ms. Shifa Monga from M/s WE Excel Softwares Pvt. Ltd.	No

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| 62 | Chapter 5/ Eligibility Criteria/ Point no. 10/ Page no. 24 | In point number 1 of the eligibility criteria, it is clearly mentioned that "the bidding process is open to companies registered in India under the Companies Act 1956 or Companies Act 2013, or firms registered with the Registrar of Firms. Furthermore, it indicates that qualifying firms can form a consortium with a maximum of two companies."

However, in the section outlining organizational parameters, there's a specification for participating entities as "A National or international consultancy firm with staff strength of not less than 50 consultants with Pan India presence."

To ensure clarity and accurate interpretation of the eligibility criteria, we kindly request confirmation regarding the types of entities eligible to participate. Specifically, we seek clarification on whether participation is exclusive to consultancy firms meeting the specified staff strength criteria or if software companies, registered under the aforementioned acts, are also eligible to participate in the tender process. | | Software firms having office in India with number of technical staff not less than 100 can participate. |

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63	Chapter 5/ Eligibility Criteria/ Point no. 11/ Page no. 24	Please Provide clarity. Localization with respect to Govt. Rules and procedure: -Understanding of Indian statutory laws, governance, taxes/duties, budget updates, import/export, GST, Duties updates as a consultant for ERP implementation for Clients of similar stature. Supporting document required: At least one work completion certificate of similar scope of services to ascertain the localization with respect to Govt. Rules and procedure		
64.			Ms. Ankita from M/s Ionix Digital	No Query
65.			Mr. Sachin from M/s Oracle	No Query
66.			Mr. from M/s Bluetoy Sigma	No Query

Please quote as per the revised BOQ uploaded on the CPPP.

All prospective/willing bidders are requested to take note of this report as part of the Tender document. All other terms and conditions of the tender remain unchanged.

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