INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY DELHI (IIIT-DELHI)

(A State University established by Govt. of NCT of Delhi)

Expression of Interest (EOI) for
Design, Development, Implementation &
Maintenance of Web-Based
Enterprise Resource Planning (ERP) System

(IIITD/2023-24/ERP/001)

Expression of Interest (EOI)

The IIIT-Delhi invites Expression of Interest (EOI) for the Design, development, implementation, and maintenance of web-based Enterprise Resource Planning (ERP) system from reputed companies/organizations (hereafter referred as vendor) with relevant ERP experience.

Name of work	EMD (INR)
(1)	**(2)**
Expression of Interest (EOI) for Design, Development, Implementation and Maintenance of Web-Based Enterprise Resource Planning (ERP) System	**INR 600000**

1. An amount of Rs.6,00,000/- (Rupees six lakh only) towards earnest money (EMD) must be deposited in the form of demand draft in favour of "IIIT-Delhi Collections" account, payable at New Delhi. No interest will be paid on the earnest money deposited by the bidder. EOI Document without earnest money will be summarily rejected. The EMD is exempted for MSMEs/NSIC/Startup (Certificate to be submitted for exemption).

2. The vendor may please deposit non-refundable EOI Document Fee of Rs.1,000/-+GST extra i.e. (Rs. 1,180/-) (Rupees One Thousand one Hundred Eighty only) in the form of Demand draft drawn in favour of IIIT-Delhi Collections", payable at New Delhi. The EOI document fee is exempted for MSMEs/NSIC/Startup (Certificate to be submitted for exemption).

3. The last date for submission of bid is 3rd November, 2023 up to 3:00 PM. The EOI document should be addressed to: Registrar, Indraprastha Institute of Information Technology-Delhi Okhla Phase-III (Behind Govind Puri Metro Station) New Delhi-110020. The document may be deposited in the Tender Box kept in the Store & Purchase department at the Room no. A 107, First Floor, Old Academic Block of the Institute. Bids received after 3:00 PM will not be accepted or considered under any circumstances.

4. The hard copy of the EOI to be submitted should be mentioned with subject as "Expression of Interest (EOI) for Design, Development, Implementation and Maintenance of Web-Based Enterprise Resource Planning (ERP) System**."** All the required documents should be enclosed along with the EOI.

5. The Institute reserves the right to reject any application without assigning any reasons whatsoever.

REGISTRAR

LETTER OF OFFER

Date _____

To,

The Registrar,
Indraprastha Institute of Information Technology Delhi (IIIT-Delhi)
Okhla, Phase III (near Govindpuri Metro Station)
New Delhi, India - 110020

Subject:
Expression of Interest (EOI) for Design, Development, Configuration, Implementation and Maintenance of Web-Based Enterprise Resource Planning (ERP) System.

Reference:

Dear Sir,

With respect to your above mentioned EOI, we hereby submit our EOI document in the required format along with the company profile and supporting documents.

Should this EOI be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IIITD the amount mentioned in the said Conditions.

We have deposited Rs.------ through NEFT/RTGS transfer to the IIIT-Delhi bank account through UTR No._____dated_____as an earnest money to the IIIT-Delhi, which will not bear any interest.

Should we fail to execute the contract when called upon to do so. We do hereby agree that this sum shallbe forfeited by us to the IIIT-Delhi.

We have carefully gone through the terms and conditions prescribed, and we accept the same without any alterations/modifications.

Yours faithfully,

Signature

Name & seal of Vendor

* The vendor should submit the Letter of Offer on their company letterhead.

SECTION - B

GENERAL INSTRUCTIONS TO VENDORS

1. The EOI with subject "Expression of Interest (EOI) for Design, Development, Implementation and Maintenance of Web-Based Enterprise Resource Planning (ERP) System" shall be opened by REGISTRAR or his authorized representative in his office on the same day at 03:30 PM. In case, the holiday is declared by the Government on the day of opening the EOIs, the EOIs will be opened on the next working day at the same time.

2. Vendors can seek clarifications, raise queries etc. related to EOI by 20-10-2023 via email to abhinay@iiitd.ac.in & ajay@iiitd.ac.in. The clarifications sought or queries raised will be replied within 03 working days of the last date of queries submission date and uploaded on the website of the institute under www.iiitd.ac.in. Based on this the vendors may submit EOI as prescribed by the due date the time. No clarifications in any other form will be provided.

3. Any amendment/ updates to the EOI or its Terms & Conditions will be uploaded on the tender section of the official website of the IIIT-Delhi. The EOI be submitted in the prescribed format along with all supporting documents in compliance with the requirements of EOI

4. The vendors who are qualified based on the prequalification criteria will be shortlisted and only they will be,

    a) Invited to visit IIIT-Delhi and get updated about the existing system.

    b) The vendors will be asked to make a technical presentation, including a demonstration of their product, before the designated Committee.

5. The final RFP for Technical and Financial bid shall only be issued to those vendors who are found to be qualified based on the prequalification criteria and technical presentation of their product

6. Each Page of the EOI document should be signed by the authorized person or persons submitting the EOI in token of their having acquainted themselves with the terms & conditions of contract as laid down.

7. An EOI which is not accompanied by EMD (as applicable) will not be considered. The EMD will be returned to the vendor if their EOI is not accepted by the Institute without interest. The EMD paid by the qualified vendors shall be held by the IIITD as security till the completion of RFP process and declaration of successful vendor. No interest shall be paid on this EMD deposit. **The firms exempted from submission of EMD, should submit a copy of the certificate issued by Micro and Small Enterprises (MSEs).**

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us.

Date: Signature of Vendor with seal

SECTION - C

GENERAL TERMS AND CONDITIONS

Upon the declaration of an intending vendor in final RFP to be the Successful Vendor by the Institute, they shallbe subject to the following terms and conditions.

1. The successful vendor shall not assign the sub-contract. In case of breach of these conditions, the IIIT-Delhi may serve a notice in writing on the Contractor rescinding the contract.

2. The successful Vendor shall provide the services strictly in accordance with scope of work, technical specifications and as per detailed instructions of the Institute.

3. In all matters of dispute arising on the work, the matter shall be referred to the **Director IIIT-Delhi for** a decision.

4. **Arbitration Clause:** In the event that the Successful Vendor is not satisfied by the mutual decision of IIIT-Delhi, the dispute shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Delhi and any award whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Delhi. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Vendor and the Institute.

5. **Performance Security Deposit:** The successful Vendor will have to deposit a Performance Security Deposit of 5% of order value, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft, FDR or Bank Guarantee from a commercial bank drawn in favour of "……………………… ." The performance security should remain valid for the warranty/contract period specified in the tender. This deposit shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated prematurely. No interest will be paid on Security Deposit withheld by the Institute.

6. Penalty Clause:

The completion period mentioned in work order shall be strictly observed by the successful vendor and it shall be reckoned within one week of issue of work order. The work shall throughout the stipulated period of the contract be preceded with all the due diligence and if the successful vendor fails to complete the work within the specified period, he shall be liable to pay compensation at the rate of 1% per week subject to a maximum amount of 10 % of the contract amount. The successful vendor shall before commence work prepare a detailed work program which shall be approved by the Institute.

7. Termination Clause:

a. Without prejudice to any other remedy available to the Institute, in case of default on the part of the vendor in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the vendor commits substantial breach of his obligations and such breach is not corrected within 15 (fifteen) days from the date of receipt of the notice specifying the breach, by the contractor, the Institute may terminate this contract by giving a 30 (thirty) days written notice of intended termination to the vendor.

b. Notwithstanding anything contained herein above, the Institute may terminate this contract at any time by giving one month's notice to the Contractor without assigning any reason thereof and without prejudice to the rights of the Institute to recover any money becoming due and payable to the Institute under this Contract.

c. Forthwith on the expiry or earlier termination of this Contract, the vendor shall, return to the Institute all materials and equipment, belonging to the Institute with regard to this Contract. The Institute shall also intimate to the vendor a time when it can collect its equipment stored in the Institute and the vendor shall collect the same. In the event that the vendor does not collect its equipment by the appointed time, the Institute shall not be liable for the same thereafter.

d. Forthwith on the expiry or earlier termination of this Contract, the Institute shall determine the costs of execution, cost of remedying any defects (if any) and the cost of completion of the work (if required). The Institute shall be entitled to recover from the Contractor the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Contractor.

e. On the earlier termination of this Contract due to failure to discharge its duties, the Performance Security Deposit shall stand forfeited by the Institute.

I/We hereby declare that I/we have read and understood the above terms and conditions. The sameshall be binding upon me/us upon being declared as the Successful Vendor.

Date: Signature with company seal

Place:

SECTION - D

PRE-QUALIFICATION CRITERIA

- **Pre-Qualification Documents to be submitted by Vendor along with EOI:**

a) The vendor/ Company should have been in the software design and development business for at least 3 years as of last date of submission of EOI.

b) The vendor should be registered with the appropriate registration authorities. Copy of companyRegistration or Certificate of Incorporation to be submitted.

c) Copy of Registration of Goods & Service Tax and PAN

d) In case the vendor is OEM authorized partner then should submit the valid OEM authorizationletter/certificate.

e) The vendor should submit the declaration about non blacklisted company as per Annexure-A.

f) The vendor should submit the audited balance sheet and P & L account statement of the last three financial years and should have a positive net worth in each year.

g) The vendor should have experience of having successfully completion of similar works during last 3 years prior to the date of publish of the EOI. The similar works shall mean works of **Development, Implementation and Maintenance of Web-Based Enterprise Resource Planning (ERP) System**. The value of executed works shall be as follows :-
Three similar works not less than Rs 1.2 Cr each Or Two similar works not less than Rs 1.8 Cr each Or One similar work not less than Rs 2.4 CR each.
 MSME and Startup may get exemption from above Turnover criteria by submitting supporting MSME certificate /Startup Certificate document.

h) The vendor should have experience having developed/implemented ERP systems for higher educational institutes/universities/organizations as per the Indian customer's requirement. The vendor should have executed at least two implementations of the proposed ERP. The vendor must submit copies of work orders and completion certificates for these two implementations.

i) The vendor having SEI CMMI Level 3 or equivalent/higher certification is preferable.

j) List of clients along with name & contact number of representatives and copy of certificate of appreciation, if any.

k) The ERP Product OEM should also have a 24 X 7 X 365 days support center located in India.

Vendors must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the vendor for any of the stated criteria will not

suffice for the purpose. All documentary proof must be listed on the letter pad of the company wherever applicable, with duly stamped and signed by the authorized person of the vendor, and scancopy to be submitted along with the EOI.

Evaluation Criteria of the EOI

1. **Pre-qualification as per above (Accept/Reject)**

2. **Technical Presentation**
   a. Requirement Understanding (Accept/reject)
   b. Concept and analysis (40 marks)
   c. Project execution methodology proposed (40 marks)
   d. Experience as per point g) of Section D (Pre-Qualification Criteria) 20 marks

The vendor should get at least 50 marks in Technical Presentation head.

⬚ **Information to be furnished by the vendor:**

Sr. No.	Item	Information to be filled by Vendor
1	Name of the vendor	
2.	Address	
3.	Telephone Number: Office /Residence: Mobile Number: E-Mail address:	
4.	Details of Registration (number & date):	
5.	Month and Year in which the firm / company was formed/ incorporated.	
6.	Type of organisation (Sole Proprietor, Partnership, Pvt Ltd., Public Ltd., etc.)	
7.	Enclose copy of partnership deed, Articles of Association or Affidavit (in case of firm)	
8.	Average Annual Turnover of Last Three Financial Year (attached audited balance sheet & profit & Loss account)	FY 2020-21 FY 2021-22 FY 2022-23
9.	NEFT BANK Details	

SECTION - E

Scope Of Work

⬚ INFORMATION ABOUT THE INSTITUTE:

"**About the Institute**"
Indraprastha Institute of Information Technology Delhi (IIIT-Delhi) was created by an act of Delhi legislature empowering it to carry out R&D, conduct educational programs, and grant degrees. The General Council is the apex body of the Institute, chaired by Hon'ble Lt. Governor of Delhi and the Board of Governors is the policy and decision-making body of the Institute. The Senate is empowered to take all academic decisions.

IIIT-Delhi is embarking on the installation of a comprehensive, integrated ERP software system, to address the needs of all its major functions. Institute needs a common database which can be shared by all departments to bring down any redundancy of work and ensure better coordination and workflow. Some of the prerequisites expected from the integrated software are:

(a) Reduce paperwork and manual filing and record keeping.

(b) Web-based application hosted on cloud/Onsite with the capacity for future improvement and upgradation.

(c) Faster and automatic customized report generation.

(d) Availability of Real- time information at all levels.

(e) Provides an effective Decision support system so that timely decisions can be taken.

(f) Data consistency and highly secured system with flawless backup and restoration system.

IIIT-Delhi has the following supporting sections and offices which take care of the various academic and administrative activities of the Institute:

    a. Academics & Admissions
    b. Corporate Communications & Alumni Affairs
    c. Counselling
    d. Director's Office
    e. Facility Management & Security Services & Construction Project
    f. Finance & Accounts
    g. Human Resource & General Administration
    h. Incubation Centre
    i. Library & Information Centre
    j. Store & Purchases
    k. Placements
    l. Office of Planning & Resource generation
    m. Research & Projects (IRD)

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n. Research Labs
o. Student Affairs
p. Systems & Networking
q. Web Development (Website Management)

The brief outlines of activities of the departments are given below for the reference for the vendors to design the solution and costing. The details of the process will be obtained through SRS by the successful vendor.

LIKELY MODULES

- FINANCE MANAGEMENT SYSTEM
- HUMAN RESOURCES (HR) MANAGEMENT
- ACADEMIC MANAGEMENT
- STORES & PURCHASE MANAGEMENT
- FACILITY MANAGEMENT
- PROJECTS MANAGEMENT (IRD)
- CORPORATE COMMUNICATIONS AND ALUMNI RELATIONS
- STUDENT AFFAIRS
- WEBSITE MANAGEMENT
- RESEARCH LAB
- IT DEPARTMENT
- COUNSELLING
- OFFICE OF PLANNING & RESOURCE GENERATION
- PLACEMENT MANAGEMENT
- INCUBATION CENTRE
- DIRECTOR OFFICE
- LIBRARY MANAGEMENT SYSTEMS
- LMS (Learning Management Systems)
- ACCREDITATION DATA MANAGEMENT (NAC, IQAC ETC) (Quality control)
- DOCUMENT MANAGEMENT SYSTEM WITH WORKFLOW
- LEGAL CASES AND RTI MANAGEMENT
- PAYMENT GATEWAY & SMS INTEGRATION
- HELP DESK TICKETING FOR ALL DEPARTMENTS
- STUDENT, FACULTY, EMPLOYEE SELF SERVICE POTRAL to access the various functionalitiesof ERP Systems.
- Any other function of the Institute not covered above

Sub-Division of Likely MODULES/KRA

A. FINANCE MANAGEMENT
- ➤ **Accounting**
- ➤ **Auditing**
- ➤ **Student Fees and Billing**
- ➤ **Cash / Bank Management**
- ➤ **Funds/Grants Management**
- ➤ **General Ledger**
- ➤ **Cash flow**
- ➤ **Leave Encashment**
- ➤ **Gratuity/NPS**

- ➤ **Budgeting**

Sending budget request for budget estimates to all section heads/Receiving inputs of budget requirement from sections heads/preparation and consolidation of budget estimates/ analysis of budget and actual data, reporting facility, updating the Purchase Order against the budgeted amount for budget control

- ➤ **Payroll**

Drawing salary as board approved pay structure including allowances, bonuses, deductions etc. of employees of all categories –regular, contract, temporary / various advances and settlements / reimbursement of various allowances / retirements and final payments/issue of annual Form 16 / payments to external guests / examiners, etc. / pay fixation and arrear payments, honorarium/ Professional Development Scheme account faculty wise.

- ➤ **Students Accounts**

Scholarship/stipend payments, contingency payments for research scholars / student fee collection/refund of fees / student TA-DA advances and settlements, student sports & cultural activities related expenditure etc., Student Deposit maintenance, Reports for Student Activities.

- ➤ **Accounting for Purchase of Goods & Services :**

Receipt of purchase orders/Bills/processing bills/payment through NEFT/bank transfer/Foreign remittances. Security deposits, earnest money deposits, advances, etc. / monthly remittances of income tax, GST, professional tax, etc. /issue of TDS certificate, etc., Vendor Master with Bank Details

- ➤ **Accounting for Fixed Assets:**

Classification of Fixed Asset, Capitalization of the cost of acquisition of assets, Capturing of tagging of assets, accounting of depreciation, Transfers, disposals and discarding of assets, physical verification of assets & reconciliation with books of accounts, Preparation of fixed asset schedules for balance sheet.

- ➤ **Statutory & Other Compliance:**

Income tax remittances & issue of TDS certificate, Remittance of professional tax, remittance & filling of GST, generating GST compliant reports, Income Tax

> **Final Accounts Preparation of final account:**

i. Cash and bank reconciliation, revenue & expense reconciliation, sending letters for balance confirmation to all major vendors, reconcile cash book, bank and cash balance as on 31st March every year, incorporate from sundry creditor registers of each unit of account section towards provision as on 31st March/ Create Sundry Debtors Register, Create Journal Entry Register

ii. Reconciliation of GST returns with books of accounts

iii. The necessary accounting entries for outstanding expenses, prepaid expenses, accrued interest in the books of accounts

iv. Provide for depreciation

v. Consolidate various statements of accounts

B. HR MANAGEMENT

> **Manpower Planning**
> **Recruitment Procedure**
> **On Board Procedure**
> **Performance Appraisal**
> **Increment Procedure**
> **Exit Procedure**
> **Compensation Policy**
> **Attendance and Leave Records Process**
> **Court Cases**
> **Integration with Finance and Payroll**
> **Loans & Advances**
> **Employee master with service record**

C. ACADEMIC MANAGEMENT

> **Admission Module**
> **Class Scheduling Module**
> **Course Registration Module**
> **Course Feedback**
> **Examination Module**
> **Graduation Check Module**
> **Fees & Fines (Integration with Finance)**
> **Scholarship**
> **Alumni (Integration with Communication department)**

D. Store & Purchase Department

> **Procurement**
> **Inventory Management**
> **Vendor Management**
> **Integration with Finance**

E. FACILITY MANAGEMENT

- **Transport Management**
- **Security Services**
- **Facility management service, including horticulture & housekeeping**
- **Operation & maintenance services**
  - Lifts
  - HVAC
  - Fire Fighting & Alarm system
  - UPS, DG Sets & BMS
  - CCTV
  - Electrical Substations
  - Heat Pump
  - AV systems
  - Solar hot water System
  - Plumbing
- **Civil work**
- **Logistic support**
- **Common space booking**
- **Guest House Management**
- **Event Management Services**
- **Repair & Maintenance of Electrical, Civil & Plumbing**
- **Estate Management**
- **Billing :** Electricity, Gas, Water Supply, DTH for faculty, vendors, centers, and outlets, etc
- **Procurement & AMC**
- **Legal Case**

F. PROJECT MANAGEMENT (IRD)

- **Financial Management**
- Coordination with Auditor (Internal/ Statutory/ CAG)
- IRD- Investment of Funds
- Accounting
- Release of all payments, including foreign payments
- Financial Concurrence of Financial Proposals
- Maintaining Vouchers
- Financial information on PFMS portal (payments through PFMS for CNA,TSA a/c)
- Statutory Compliances monthly data for TDS, GST_TDS, GST Returns
- UC & SOE to funding agencies
- Payments through credit cards
- Centre Financial Management
- Maintaining scheme wise Bank accounts over PFMS

- Interest to Bharat Kosh
- Budget Information
- Financial Information provided to Funding Agencies
- Bank Reconciliation
- Reconciliation of Project data with F&A, as some payments were made from F&A.
- Financial Information to Ranking agencies
- MRG Sheet
- Invoicing to parties
- Finalization of Accounts
- Financial Management Tool prepared by the IRD.
- Reimbursement Claims
- Advance Adjustments
- Any other misc. tasks related to Financial information

➢ **PROJECTS**
- Search Call for Proposals and updates on IRD Website
- Checking of proposals, Specifically Budget Part as per calls and IRD policies to be submitted to Funding agencies
- Signing of Endorsement letters and provide all documents
- Monitoring of all proposals submitted by the Faculties
- Creation of New Project and allot number (SRP, FAP, FP, CP, CEP etc.) as and when received by the faculties
- Data Maintenance of All Sanction orders, Proposals
- Recruitment of Project staff as per rules or PI approval as project permits
- Approval from faculties for paying the monthly stipend
- Reimbursement Claims from Projects, PDA, PDA-IRD
- Processing of Equipment/ Consumable requests from projects
- Information to faculties from time to time
- Availability of funds from finance software(Tally)- Availability of funds
- Follow-up with funding agencies to release the Grants
- PRSG Meeting Reports
- Send reminders to PI for an Extension of the project if it is closed.
- Documents for closure of project (Equipment List, Manpower Hired Details, Consumables, Travel details, etc.)

➢ **FUNDS MANAGEMENT BESIDE PROJECTS**
a. **IRG**
- Submission of Proposal
- Getting the Proposal Approved by the Competent Authority
- Creation of IRG Grant (Assisting accounts department for its creation)
- Assisting in the Utilization of the IRG grant (Coordination with the Purchase and Finance Department)
b. **PDA-IRD**
- Creation of PDA IRD from the project and from the request received by the Faculty

- Utilization of the PDA IRD (Processing the request of PI as per the rules

c. PDA
- Processing the request of PI as per the rules

> **PhD STUDENTS MANAGEMENT**
- Stipend payments those are on external funding
- Registration & updating records on UGC, CSIR, DST, Visvesvaraya portal
- Confirmation from the Student affairs office regarding Students are availing of hostel facility or not
- IRD Website:
- Maintenance of IRD website
- Data updating on IRD website

> **MISCELLANEIOUS WORK**
- Workshops/Education Sessions
- Awards
- Data maintenance/Ranking data
- News Letter
- IRD policies
- MoU
- Patent

G. CORPORATE COMMUNICATIONS AND ALLUMNI RELATIONS

> **Alumni relations**
> **Rankings**
> **Media outreach**
> **Data collection**
> **Social Media**
> **Paid promotions**
> **Drafting collaterals**
> **External and internal communications**
> **Emailers**
> **Content writing**
> **Events**
> **Photography**
> **Videography**
> **Design creation**
> **Article writing**
> **Web Management**
> **Content for website**

H. STUDENT AFFAIRS
> **Hostel Management**
> **Sports & recreation**
> **Student club**
> **Student Conduct**
> **Student Festival**

- ➢ **Student Governance**
- ➢ **Discipline and Grievance**

I. WEBSITE MANAGEMENT
- ➢ **Institute Website**
- ➢ **Department website Management**
- ➢ **Centre website Management**
- ➢ **Portal Management**

J. RESEARCH LAB
- ➢ **Execution of lab courses and repository of lab records**
- ➢ **Inventory Management**
- ➢ **Maintenance & upkeep of lab resources**
- ➢ **Procurement**
- ➢ **Assistance in teaching**
- ➢ **Assistance in Research Project**
- ➢ **Conduct training, seminars and workshops for the students**

K. IT DEPARTMENT
- ➢ **Procurement of IT equipment**
- ➢ **IT Asset Management**
- ➢ **Helpdesk ticketing for IT services**

L. COUNSELLING
- ➢ **Well being Cell**
- ➢ **Student Mentorship Program**

M. OFFICE OF PLANNING & RESOURCE GENERATION

- ➢ **Technology Transfer**
  - Submitting a Technology/Research
  - Listing and indexing of technologies
  - Modification of technology details
  - Deletion of records
  - Archiving the records
  - Transferring (or duplication) of records for commercialization
  - Real time graph generation
  - Privacy

- ➢ **Resource Generation**

  - Adding a donor and web pages for donors
  - Modifying
  - Deleting
  - Collaborations

N. PLACEMENT MANAGEMENT

- **User Interface for Office**
- Opening the job post for final and pre final year batches (B.Tech and M.Tech).
- While opening a job post on the portal, we fill in all the details of the company. like company name/profile/location/salary/stipend/ category/job description/ applicable courses /CGPA eligibility criteria /hiring workflow etc.
- Download the applied students' list and resume
- Placement Matrix Report
- Student Placements Report
- The portal works as per the shared placement policy.
- The data of the last placement cycle is also available on the portal for our reference.
- Advanced Reporting and Analytics
- Resume Builder
- Attendance Management.
- Custom Dashboards
- Parallel Process Cycles
- Shortlist Management
- Student Absentees Report
- Job Profiles List Report
- Student Placements Report
- Placement Statistics Report
- Documents
- Department Wise - Job Profile Creation Report
- Edit students' profile – CGPA/Name/Mob no. etc.

- **User Interface for Students**

- Student Profiling
- Resume Builder (CV Building)
- Web-App
- 24x7 support will be available
- Notifications- Students will be provided notifications via 3 mediums / SMS/Mobile App/E Mail
- Training
- Automated Resume Creation
- Calendar
- Applying for job post
- Documents- Students can upload mark-sheets etc.
- Offer acceptance

Guiding Principles

The Firm should adopt best practices related to various functions of ERP solution while developing/implementing the ERP solution. The best practices may be more than what are specified below:

➢ The proposed solution must be based on Micro Services Architecture (MSA) principles and mustadhere to a SOA based integration model across various applications of the IT portfolio.

➢ The ERP portal/software should accompany a comprehensive content management system to support a variety of users ranging from Administrators to Guests. It should allow the administrator to create user roles and allow the setting up of access rights ranging from the entire solution to specific modules.

➢ It should provide flexibility to modify the design when a major event has to be published.

➢ Design should allow changing the interface templates for a fresh new look as and when required.

➢ The proposed solution should be Integrated, Scalable, Modular, User-friendly and Highly Available. Design should be flexible to accommodate new customizable sections/ modules

➢ It should provide secure integration with a payment gateway for online payment transactions involved in processes such as admission forms, job applications, student fees, conference registration, etc.

➢ It should allow users to share their views, feedback, solutions, and suggestions online through the webmaster.

➢ It should provide a search module for efficient information retrieval

➢ API for integration with Tally and other accounting software

➢ It should be compatible with various browsers (i.e., IE, Mozilla Firefox, Chrome, Opera, etc.) and should be available as apps on mobile platforms such as Android and IoS

➢ The proposed solution can be **cloud based model or onsite** and should have load balancing anddistributed deployment capabilities.

➢ The proposed solution must implement role-based access for authentication and authorization tovarious modules and applications.

➢ The proposed solution must implement the latest technology and support future technologies like Internet of Things (IoT), Artificial Intelligence (AI).

➢ The proposed solution should implement dashboards and KPIs, Analytics which help in quick decision-making.

➢ The proposed solution must implement BIRT reports for export in MS Excel, Word, and PDF formats.

➢ The proposed solution must implement multi-level security across various tiers and software layersof the IT platform. The ERP portal/software should incorporate necessary security features against hacking and defacement. All logins and payment transactions must operate on secure protocols.

> ➤ The software should be disabled-friendly, particularly with screen-reader software, and should allow for features such as voice enabling and enhancement of font size.

> ➤ The portal/software for LMS should allow the display of video lectures without requiring any purchase of additional cloud facility by IIIT-Delhi.

> ➤ Best practices from the industry must be implemented across the tiers and layers of the proposedsolution and across various phases of the software development life cycle.

> ➤ The vendor has to provide source code and other needed documents after the competition. IIIT-Delhi has full rights to the developed ERP software.

Besides the above points, the proposed ERP solution should keep the following points in mind for the software architecture of the solution.

Modular Design

• The proposed solution should be modular in nature. The coupling between different modules should be loose, and it should be possible to deploy different modules in different VMs/containers/machines.

• Every module should be designed in a multi-tiered approach where the rendering of data, application logic, and the code that accesses the database are decoupled from each other.

• Modules should communicate using standard data-exchange formats such as JSON or XML over a secure communication protocol. There should be an option to export various information catered by the module in such standard data-exchange formats.

• Modules should be scalable. Modules that cater to academic registration, recruitment, or admission are likely to encounter heavy traffic in bursts during a certain duration. The solution should ensure that the modules have auto-scaling features to cater to surge in traffic while still ensuring fast response times.

Backup and Disaster recovery

• The vendor must provide a detailed backup strategy plan, Disaster recovery plan, and storage recovery plan that ensure minimal downtime of the ERP system while keeping the cost to be minimal.

• The proposed solution must ensure a high degree of automation of incremental backup, full backup, data recovery, health monitoring of various services, etc. All necessary scripts, code, triggers, training, and documentation must be provided with respect to health monitoring, backup, and disaster recovery.

Frontend Design

• The user interface must follow principles of responsive design. The interface for all modules must ensure that the rendering of any pages/ forms is aesthetically pleasing and a better user experience by accommodating flexible designs that cater to devices of all form factors (laptop/ desktop/ tablet/ mobile).

• All user interfaces must ensure compatibility across most of the popular browsers (Google Chrome/ Firefox/ Opera/ Safari/ Edge/ Internet Explorer) for at least the last 3 of their versions.

• Input data validation/sanitization should be done both at the front end as well as at the back end to ensure security and safety.

• User interface design, along with the back-end sanitization should ensure that attacks such as SQL

injection, cross site scripting, buffer overflow, and any other similar attacks are ineffective against the proposed ERP solution.

Scope of Services

The scope of services for the successful is as follows.
- Procurement and Supply of software product/s licenses and associated solution components. The vendor must use free/open-source components available in the solution to the maximum extent possible.

- Procurement and supply of database and operating systems

- Hardware / Infrastructure estimation and sizing and assistance in procurement

- ERP Implementation Services till Go-Live of Stable Version of ERP system
  - Project Preparation
  - Business Design / Blueprint
  - Configuration / Customization / Development
  - Testing & Go-Live of Beta Version of ERP system
  - Data Migration
  - Training
  - Documentation
  - Go-Live of Stable Version of ERP system

- Warranty Support

- Application Maintenance & Support Service

Software Support and Maintenance Practices

Software support and maintenance for a period of **1 years post go-live** of the software platform is mandatory and part of the scope of work of the proposed program. The selected vendor must ensure that the technology / platform of the proposed software (application and system included) be of the latest version as published by the OEM (where applicable) and made available at no extra cost to the Institute.

SYSTEMS REQUIREMENTS SPECIFICATION (SRS) By the Successful Vendor (after work orderissued).

Preparation of a Systems Requirements Specification (SRS), document based on a study of the processes of the Institute. The SRS should be prepared using industry standard practices based on models such as Use Cases. The actual methodology to be used is to be given in detail. It is to be understood that the SRS is not for a bespoke implementation, but as a first step to understanding the existing processes and providing specific inputs to the gap analysis. Since the SRS will be based on end-user inputs, its preparation will help speed up the implementation:

Acceptance of the SRS: This document shall form the basis of the creation of the gap analysis document and so its completeness will be important to ensure that there are no misunderstandings at the end of the implementation.

After mutual discussion, acceptance of the Gap Analysis Document will identify the implementation goals and form the basis for issuing completion certificates and concomitant payments.

Migration of Data available in current systems as per the department needs wherever required.

Training – The following set of training modules will have to be imparted: -

(i) Pre-implementation training is to be given to all concerned so that the SRS preparation takes into account the ERP package to be used.

(ii) Separate training sessions for users will have to be conducted for different software modules for theconcerned set of users in each case.

(iii) Administrators' Training, if any, will include the IT department.

Setup and Commissioning

Installation, Setup, Commissioning, and Training of the ERP will be part of the scope of work. Ensurethat all nonfunctional requirements are catered to and will be part of the design and the proposed solution. In the case of the Onsite model, the recommended Server and related hardware configuration for the proposed ERP solution must be included in the proposal.

Documentation

Providing all design, documents, user, and operational manual

Platform/Other Technical Details related to "ERP Software"
(On company letterhead)

1) Software Development Platform/Front-end/Programming Languages etc.:

_____

2) Back-end Database Software/Platform:

_____

3) Compatibility with Operating System:

_____

4) Browser Compatibility:

_____

5) Software License requirements to use/run ERP Software (if any):

_____

6) Deployment Architecture:

(A) Onsite: _____

(B) Cloud Based: _____

7) Security Parameters/Measures in ERP Software:

_____

8) Any Other Application/System Related Technical Details:

_____

9) ISO Certification:

_____

10) Dependency List, if any:

_____

11) Whether all modules are integrated under a single framework?

_____

NAME OF THE UNIVERSITY/Higher Education Institute/public private Organization where ERP is

implemented with NAMEOF ERP solution and list of modules implemented by the Vendor

INSTITUTE /UNIVERSITY NAME:

NAME OF ERP SOLUTION:

LIST of MODULES

1.

2.

Annexure – A*

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

UNDERTAKING

To,

The Registrar
Indraprastha Institute of Information Technology Delhi (IIIT-Delhi)
Okhla, Phase III (near Govindpuri Metro Station)
New Delhi, India - 110020.

We hereby confirm and declare that we, M/s_____, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 3 years.

For M/s _____

Authorized Signatory

Date:

To be submitted on company letterhead duly signed and stamped on it.