



Indian Institute of Management Kashipur

Kundeshwari, District – Udham Singh Nagar, Kashipur – 244713

(Web Site: www.iimkashipur.ac.in)



TENDER DOCUMENT

FOR ERP OF HUMAN RESOURCE MANAGEMENT SERVICES

NOTICE INVITING TENDER (NIT) NO.

IIMKASHPUR/PUR DEPTT /NIT/ 02 / 2020-21 DATED 15 JUN 2020

1. Bids in sealed cover are invited for rate contract under **Two Bid System (Technical Bid and Financial Bid)** from reputed, experienced and financially sound parties listed in this NIT. Please super scribe the outer cover of the sealed bid as “ERP FOR HUMAN RESOURCE MANAGEMENT SYSTEM”, NIT/02 dated 15 Jun 20 to avoid the Bid being declared invalid. Bids not super scribed with the details mentioned above may be declared invalid.
2. The address, contact numbers, date of issue of quotations document, last date of submission of bids, date and time of opening of bids for sending Bids or seeking clarifications regarding this NIT are given below –
 - a. Bids/queries to be addressed to: STORE AND PURCHASE OFFICER
 - b. Postal address for sending the Bids:

STORE AND PURCHASE OFFICER
INDIAN INSTITUTE OF MANAGEMENT, KASHIPUR
KUNDESHWARI, KASHIPUR, DIST. UDHAM SINGH NAGAR,
UTTARAKHAND (INDIA) PIN – 244713
Website: www.iimkashipur.ac.in
 - c. Name/Designation of the contact personnel: STORE AND PURCHASE OFFICER
 - d. Telephone numbers of the contact personnel: 91-7088270882, 7900444090 / 321
 - e. e-mail ids of contact personnel: purchase@iimkashipur.ac.in
 - f. Last date and time of submission of bid: 09 Jul 2020 at 11 AM. Any changes of the schedule will be notified on the Institute’s website.
 - g. Date and time of opening of Technical bid: 09 Jul 2020 at 11:30 A.M onwards. Any changes of the schedule will be notified on the Institute’s website. If the date is holiday, the next working day will be the opening date of the tender. Financial Bids of only those firms will be opened, whose Technical Bids are found compliant / suitable after Technical evaluation is done by the duly constituted Committee.
3. **Cost of Bid Document/Tender Fee:** Bidders can download bid document from the website of IIM Kashipur and submit the non-refundable processing fee of ₹ 500/- (Rupees Five Hundred only) in the form of Demand Draft or Banker's Cheque in favour of “Indian Institute of Management, Kashipur”. Please note that Tender Fee is not exempted. Please keep visiting our website for any corrigendum/amendments and submit the bid document accordingly.



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- 4. Tender Value/Estimated Volume of Business:** The total estimated cost/bid value/tender value of the NIT is approximately Rs. 10,00,000/- (Rupees Ten Lakh only). Two years initial and one year extendable on mutual basis on same terms and condition.
- 5. Manner of depositing the Bids:** Sealed Bids should be sent by registered post/courier or in person at the address given above to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal/courier delay or non-delivery/non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered (unless they have been specifically called for by these modes due to urgency)
- 6.** The NIT is to be signed on all the pages by the bidder. This NIT is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the NIT, should it become necessary at any stage without giving reasons thereon of withdrawing the NIT. IIM Kashipur reserves the right to reject all the applications without assigning any reasons whatsoever. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. This event will not be postponed due to non-presence of your representative.
- 7. Forwarding of Bids** – Bids should be forwarded by Bidders in a sealed envelope by duly super scribed as stipulated above and this should contain two separate envelopes of Technical Bid and Financial Bid, duly marked with the content on each. The Technical Bid should contain copy of NIT document duly signed and may be stamped on each page along with Annexure-I of the NIT supported by demand drafts (Tender Fees and EMD) as specified above and all the documentary proofs to establish eligibility and their potential of professional readiness for the services. Financial Bid envelope should contain Annexure-II of the NIT, duly filled and signed.
- 8. Clarification regarding contents of the NIT:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing or telephonically about the clarifications sought not later than two days prior to the date of opening of the Bids.
- 9. Modification and Withdrawal of Bids:** A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice should on a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
- 10. Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
- 11. Validity of Bids:** The Bids should remain valid till **90 days** from the last date of submission of the Bids.
- 12. Earnest Money Deposit:** Bidders are required to submit Earnest Money Deposit (EMD) for amount of **25,000/- (Rupees Twenty-Five Thousand only)** along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque from any of the public sector banks or a private sector bank authorized to conduct government business payable **in favour of "Indian Institute of Management, Kashipur"** payable at Kashipur. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The EMD of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the



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contract. EMD is not required to be submitted by those MSE Bidders who are registered as Micro and Small Enterprises (**MSEs**) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Exemptions, if any must be supported with legitimate documents. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender. The successful bidder shall be required to furnish a Security Deposit of the amount equivalent to 10% of the annual tender value within 30 days of signing of the contract.

13. Eligibility Criteria

(a) The Contractor should have a legal status, whether it will be a registered Partnership Firm/Company under Companies Act having legal entity having all statutory licenses/registration for carrying out such activity as well as have registration for tax liabilities GST/income tax others statutory liabilities.

(b) Average Annual turnover of the firm in three years should be greater than or equal to 20 lakh. (Bidder are mandatorily to furnish relevant documents to support its sound financial status as part of bid submission. Institute will verify the documents submitted by bidder, if required).

(c) The bidder must have at least five years' experience of providing similar type of services and should have implemented/executed one HRM software in last three years period to any of Central/State Government/Universities/CFTI's. Documentary proofs for the services rendered with such Central/State Government/Universities/CFTI's with duration of service shall be furnished. (Bidder to furnish relevant documents in support to establish eligibility as part of bid submission. Institute will verify the documents submitted by bidder, if required)

(e) The Tender Fee is mandatory to be paid along with the bid. EMD is not required to be submitted by those MSE Bidders who are registered as Micro and Small Enterprises (**MSEs**) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Exemptions, if any must be supported with legitimate documents.

f) There should be no criminal case pending with the police against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not be blacklisted by Central Government/State Government/PSU/any other Institutes. The declaration to such state as incorporated in Technical Bid will be assumed for this purpose.

(g) **The Technical bid envelope should consist of all the essential documents to establish with the given eligibility criteria in the Technical criteria for evaluation.**

- I. D.D. of tender Fee/ Cost
- II. D.D of Earnest Money Deposit.
- III. The hard copy of Tender Document duly signed / Stamped on each page.
- IV. A copy of valid GST or a legitimate registration to operate such service as per the Gol norms.
- V. The vendor should enclose all documents pertaining to its eligibility criteria and experience. A copy of Certificate/Work Orders also to be enclosed.

14. General Terms and Conditions:

(a) The rate contract will be for two years starting from the date of awarding the contract. The cost of the Contract shall be valid for initial contract period. The initial contract will be for two years and will be extendable for one year on satisfactory performance and mutual consent of both the parties. Proposed date of commencement of the Work/Contract: **01 Nov 2020.**



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- (b) The payment for services under this agreement shall be made on quarterly basis, through crossed-cheque or through ECS.
- (c) The agency shall not appoint any sub-agency to carry out any obligations under the contract.
- (d) The tender shall remain valid for a period of three months from the date of submission. If a bidder withdraws or modifies the offer within this period, his tender shall be cancelled, and the Earnest Money shall be forfeited.
- (e) Anyone or more the following action/commission/omission are likely to cause summary rejection of tender:
- Any bid received late without conclusive proof that it was delivered before the specified closing time.
 - Any bid not accompanied by required earnest money deposit (EMD) and Tender Fee.
 - Any bid received unsealed or improperly sealed
 - Any conditional bid or bid offering rebate
 - Any bid in which rates have not been quoted in accordance with specified formats/details as specified in the Bid Documents
 - Any effort by a bidder to influence the IIM Kashipur in the bid evaluation, bid evaluation, bid comparison or contract award decision.
- (f) IIM Kashipur reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the IIM Kashipur to select the bidder based on preferential potential and eligibilities.
- (g) The successful contractor should execute an agreement in the non-judicial stamp Rs. 100/- incorporating the various terms and conditions. In the event of bidder backing out before actual award of execution of agreement, IIM Kashipur will have right to forfeit the earnest money deposit.
- (h) The discretion and decision of the committee in respect of the shortlisting of bidders / award of final contract shall be final and binding on all without any right of appeal. The decision of the Hon'ble Director of IIM Kashipur will be final in all respect and will be acceptable to all the tenderers.

15. Schedule of Requirements: Indian Institute of Management Kashipur (IIM Kashipur) intends to implement HR & Payroll Solution to automate and streamline its HR processes to improve administrative efficiencies and provide improved services to its stakeholders. For this purpose, it requires services of a competent IT Company/Firm which can understand the institute's requirements of ERP and provide cloud-based customized ERP solution for the institute. The broad functional areas to be covered include; but not restricted to-

Employee Management and Payroll

Sl. No.	Features Details
1	Provision to manage Recruitment process of employees along with application form management
2	Provision to manage complete record of employee details along with documents



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3	Ability to manage employee attendance with by uploading their monthly payable days
4	Provision to manage leaves of the employees and subsequently it should be linked to monthly payroll
5	Ability to manage Loans, advance and asset details of Employees
6	Ability to manage transfer and deputation details of Employees
7	Ability to manage travel and claim details of Employees.
8	Ability to manage promotions and performance appraisal details of Employees
9	Ability to manage all the trainings undergone by the employees
10	Ability to manage employee separations along with asset checks
11	Provision to recruit employees using a configurable online application form which can be filled by prospective candidates
12	Manage requisition requests from different departments in an automated manner
13	Generate offer letters for employees along with the relevant guidelines in force.
14	Provision to configure leave types of the organization as per different leave rules
15	Manage employee attendance with biometric integration with support for multiple shifts and linking of it with the leave module.
16	Provision to have complete 360 degree view of employee details along with personal and professional information. Also all transactions carried out for the employee should be visible under this screen
17	Provision to generate employee number based on a custom based or system based ENGL logic i.e. Employee no. can be generated based on Employee Type, Dept., Category
18	Provision to link employee claims, advances, loans with their monthly payroll in an automated manner
19	Recording of approval for apply through channel and employee request
20	Self Service: NOC, address proof, early departure, visa request, passport, service certification
21	Institute policy should be configured in the system
22	Provision to handle change in salary as per DA and Annual increments
23	Arrear salary management
24	Pay slip as per statutory norms
25	Activation and inactivation of employees
26	Employees declaration of IT investments. Payroll to take care of IT Investment
27	All recoveries from Salary must be integral with general ledger
28	Leave management per GOI norms
29	Regularization of attendance
30	Alert information to concerned department after acceptance of resignation
31	Deputation handing process
32	Employee register – service register, leave report, property declaration, e- service book
33	Vacation Leave Management
34.	Reminder system



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35	Leave / Attendance Calendar
36.	Generation of various MIS and other such reports.
37	Annual Increment
38	Employee Self Services

Payroll

Sl. No	Features Details
1	Provision to generate Payroll based on attendance calculation and leave rules along with maintenance of employee particulars and CTC
2	Provision for Grade based payroll generation
3	Provision to maintain Direct Payroll Transactions
4	Provision for Adhoc Payments and Recoveries
5	Provision to maintain PF / NPS Details for the current financial year
6	Provision for Full and Final Settlement along with Gratuity and Leave Encashment
7	Provision to maintain tax savings - Internal and External
8	Statutory reports like Form 16, Form 12BA
9	Provision for Creating and maintaining Organization specific rules for particular pay codes
10	Provision to send Pay slips to employees in PDF format with password protection feature
11	Provision to maintain Loan Interest Rates
12	Provision for managing Adhoc Payments and Recoveries
13	Provision to generate generating yearly income forms
14	Provision to exempt Professional Tax for Senior Citizen employees
15	Provision for Detailed employee wise Income tax calculation
16	Provision to generate e-TDS text file to submit online income tax returns
17	Provision to generate provisional salary JV to estimate future payroll liabilities
18	Provision to generate online NPS return file
19	Statutory compliance reports to be provided

Note:

- (a) All data Migration from old software to new software is also to be carried out by the firm.
- (b) Training for the same is to be imparted to the personnel's of the institute.
- (c) Online and On- site support for the programming, upgradation and any other requirement is to be meticulously catered by the firm.
- (d) Any other specific requirement as required by the institute time to time.

16. FORCE MAJEURE: If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereafter referred to as events), provided notice of happenings of any such eventually is given by either party to the other



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within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The even may come to an end or cease to exist and the decision of the IIM Kashipur as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

17. ARBITRATION: Except as otherwise provided elsewhere the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before/after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a Sole Arbitrator to be appointed by mutual understanding of both the parties. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns/withdraws for any reason from the position of arbitration, it shall be lawful for the IIM Kashipur to appoint another person to act as Arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which his predecessor left it, if both the parties' consent to this effect, failing which the Arbitrator shall be entitled to proceed denovo. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to Arbitrator at the time of invocation of arbitration under this clause. It is also term of the contract that the cost of arbitration shall be borne by the parties themselves. The venue of arbitration shall invariably be at Kashipur. Subject as aforesaid the provisions of the Arbitration and conciliation Act 1996 and any statutory modifications or re-enactment thereof or rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. If any dispute arising out of this agreement shall be subject to the exclusive jurisdiction of the Kashipur.

Signature of Authorized signatory of the company with Seal



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Annexure-I

(Refers to IIM Kashipur/NIT/02)

Technical Bid

1. Name of the Tenderer's Firm (Agency): -
2. Name of Proprietor/Director of the firm: -
3. Office Address :-
- (a) Contact details / Mobile No. Email id.....
4. Copy of NIT document duly signed on each page and all the documents as per the eligibility criteria along with the DDs of tender fee and EMD deposit are to be attached with this technical bid format. Exemptions, if any must be supported with legitimate documents.

5. Turnover during the last three FYs. Please attach legitimate proof of turnover.

Year	Turnover in Rupees

6. Tender Fee DD No. _____ Bank _____ Date _____

7. EMD DD No. _____ Bank _____ Date _____

8. Detail of experience in Central Govt/State Govt/Public Sector Undertakings during the last three financial years along with documentary evidence.

Year	Name of Employer/ Address/Tel. No.	Detail of Experience Period of contract with dates of commencement and completion	Total Number of workers deployed

9. The following are to be ticked or endorsed "Yes" or "No" on the specified space as complied or not complied:

Employee Management and Payroll

Sl. No.	Features Details	Specify Yes / No
1	Provision to manage Recruitment process of employees along with application form management	
2	Provision to manage complete record of employee details along with documents	
3	Ability to manage employee attendance with by uploading their monthly payable days	
4	Provision to manage leaves of the employees and subsequently it should be linked to monthly payroll	
5	Ability to manage Loans, advance and asset details of Employees	



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6	Ability to manage transfer and deputation details of Employees	
7	Ability to manage travel and claim details of Employees.	
8	Ability to manage promotions and performance appraisal details of Employees	
9	Ability to manage all the trainings undergone by the employees	
10	Ability to manage employee separations along with asset checks	
11	Provision to recruit employees using a configurable online application form which can be filled by prospective candidates	
12	Manage requisition requests from different departments in an automated manner	
13	Generate offer letters for employees along with the relevant guidelines in force.	
14	Provision to configure leave types of the organization as per different leave rules	
15	Manage employee attendance with biometric integration with support for multiple shifts and linking of it with the leave module.	
16	Provision to have complete 360 degree view of employee details along with personal and professional information. Also all transactions carried out for the employee should be visible under this screen	
17	Provision to generate employee number based on a custom based or system based ENGL logic i.e. Employee no. can be generated based on Employee Type, Dept., Category	
18	Provision to link employee claims, advances, loans with their monthly payroll in an automated manner	
19	Recording of approval for apply through channel and employee request	
20	Self Service: NOC, address proof, early departure, visa request, passport, service certification	
21	Institute policy should be configured in the system	
22	Provision to handle change in salary as per DA and Annual increments	
23	Arrear salary management	
24	Pay slip as per statutory norms	
25	Activation and inactivation of employees	
26	Employees declaration of IT investments. Payroll to take care of IT Investment	
27	All recoveries from Salary must be integral with general ledger	
28	Leave management per GOI norms	
29	Regularization of attendance	
30	Alert information to concerned department after acceptance of resignation	
31	Deputation handing process	
32	Employee register – service register, leave report, property declaration, e- service book	
33	Vacation Leave Management	
34.	Reminder system	
35.	Leave / Attendance Calendar	
36.	Generation of various MIS and other such reports.	



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37	Annual Increment	
38	Employee Self Services	

Payroll

Sl. No	Features Details	Specify Yes / No
1	Provision to generate Payroll based on attendance calculation and leave rules along with maintenance of employee particulars and CTC	
2	Provision for Grade based payroll generation	
3	Provision to maintain Direct Payroll Transactions	
4	Provision for Adhoc Payments and Recoveries	
5	Provision to maintain PF / NPS Details for the current financial year	
6	Provision for Full and Final Settlement along with Gratuity and Leave Encashment	
7	Provision to maintain tax savings - Internal and External	
8	Statutory reports like Form 16, Form 12BA	
9	Provision for Creating and maintaining Organization specific rules for particular pay codes	
10	Provision to send Pay slips to employees in PDF format with password protection feature	
11	Provision to maintain Loan Interest Rates	
12	Provision for managing Adhoc Payments and Recoveries	
13	Provision to generate generating yearly income forms	
14	Provision to exempt Professional Tax for Senior Citizen employees	
15	Provision for Detailed employee wise Income tax calculation	
16	Provision to generate e-TDS text file to submit online income tax returns	
17	Provision to generate provisional salary JV to estimate future payroll liabilities	
18	Provision to generate online NPS return file	
19	Statutory compliance reports to be provided	

Note:- Technical Evaluation will strictly be done based on eligibility conditions and terms and conditions of the NIT. The General Terms and Conditions are part of the Tender and to be strictly adhered to. Violation of any condition shall be treated as breach of contract.

Declaration by the Tenderer:

i. This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions attached and undertake myself/ourselves to abide by them. The General Terms & Condition are part of the Tender. I/We want to tender as per rates quoted in the Financial Bid. I/We hereby undertake that the firm has not been blacklisted by any government department/PSU and no criminal case is pending against the firm.

Signature of the Tenderer with Firm's Seal



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Annexure-II

(Refers to IIM Kashipur/NIT/02)

FINANCIAL BID

- Name of the Tenderer's Firm (Agency): -.....
- The price bid format is mentioned below:

Sl. No.	Name of the work / services undertaken by the firm	Consolidate Cost inclusive of all criteria # and taxes (for 1 st year)	Taxes, if any (GST/other taxes)	Consolidate Cost inclusive of all criteria # and taxes (for 2 nd year)	Grand Total including all taxes for both the year.
01.	Providing cloud-based customized ERP of Human Resource Management System for IIM Kashipur				

Grand Total in words.....

Cost inclusive of data Migration from old to new software, Online and On- site support as per institute's requirement and Training of personnel's of the institute on the ibid ERP. It should also include Operating expenditure, Customized Software Warranty and Maintenance Cost.

(a) The Cost is to be quoted in Indian Rupee only. No other quoting of rates is acceptable and shall be summarily rejected. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reasons.

(b) In case of any difference in the amount in figure and words, the figure amount shall be considered final.

Note: The Consolidate Cost inclusive of all criteria # and taxes (for 2nd year) will only be taken into account for extension of one more year of the contract.

Declaration by the Tenderer:

(i) This is to certify that I/We before signing this financial bid have read and fully understood all the terms and conditions attached and undertake myself/ourselves to abide by them. The General Terms & Condition are part of the Tender. I/We have tendered our best rates as per rates quoted above in the Financial Bid and the quoted rates shall remain firm throughout the tenure of the contract. I/We hereby undertake that the firm has not been blacklisted by any government department/PSU and no criminal case is pending against the firm.

Signature of the Tenderer with Firm's Seal

Contact Number: