

**INDIAN INSTITUTE OF FOREIGN TRADE
NEW DELHI 110016**

No. Gen. Admin/06/ERP(CA)/2020

17.03.2021

EOI FOR HIRING ERP CONSULTING AGENCY

1. Indian Institute of Foreign Trade (IIFT) was set up in 1963 by the Government of India as an autonomous organization under Ministry of Commerce & Industry to help professionalize the country's foreign trade management and increase exports by developing human resources generating, analysing, disseminating data and conducting research. The Institute visualizes its role as:

- A catalyst for new ideas, concepts and skills for the internationalization of the Indian economy.
- The primary provider of training and research-based consultancy in the areas of international business, for the corporate sector, Government and the student community at large.

An institution with proven capability to continuously upgrade its knowledge base with a view to meet the requirements of the Government, trade and industry through both sponsored and non-sponsored research and consultancy assignments.

Institute is in the process of implementing an ERP to meet the current challenges for sustaining competitiveness in the market and also it will enable the Institute to streamline and standardize the processes across the Institution and to adopt some of the global best practices being followed in similar institutions.

2. BIDDING PROCEDURE

The EOI should be submitted in two envelopes system. The first sealed and stamped envelope enclosing the scope of work as Technical Bid superscribed as **“TECHNICAL BID FOR THE EOI FOR HIRING ERP CONSULTING AGENCY”** and the second sealed and stamped envelope enclosing the commercials in separate cover /EMD in another separate cover for the proposal as Financial Bid/EMD superscribed as **“FINANCIAL BID/EMD EOI FOR HIRING ERP CONSULTING AGENCY”** are to be put in a big envelop superscribed as **“EOI FOR HIRING ERP CONSULTING AGENCY”**. The response to the EOI duly completed in all respect (stamped, dated and signed in each pages) addressed to the Section officer (Gen. Admn.), Room No.522(A), Indian Institute of Foreign trade, B-21, IIFT Bhawan, Qutab Institutional Area, New Delhi – 110016 to be put in the EOI Box placed at the Main gate of IIFT Bhawan. All the EOI to be put in the EOI Box only and receipt of the EOI by hand not allowed. The bid to be submitted on or before 5th April 2021 by 05:00 PM and bids later than this will not be accepted under any circumstance. Please ensure the date and time of the bid submission to be recorded at the security gate.

3. EARNEST MONEY DEPOSIT

As per the Ministry of Finance, Department of Expenditure an amendment to GFR Rule 170 vide Office Memorandum No. F.9/4/2020-PPD dated 12/11/2020, the bidders are requested to submit a Declaration instead of Bid Security. The declaration format at **annexure-A**.

4. PERFORMANCE BANK GUARANTEE

The successful bidder must submit a Performance Bank Guarantee for an amount equivalent to 03% of the order value. It can be deposited in the form of Demand Draft or Bank Guarantee with validity period beyond 60 days of the completion of the project as per the scope of work (after the overseen the running of ERP for 12 months after GoLive across all IIFT Campuses). The Bank Guarantee will be returned on expiry without any interest.

5. PREQUALIFYING

The documentary evidence for the following statutory requirement must be attached along with the pre-qualifying part of the bid.

- *Attested copy of the Certificate of Registration of the company must be enclosed along with Technical Bids.*
- *Valid GST Certificate must be attached along with Technical Bids*
- *Audited balance sheet of the company for the last three years (2017-18, 2018-19 & 2019 -20) must be enclosed with Technical Bid.*

(A) Prequalifying Criteria

The Clause 1 (General) and Clause 2 (Organizational Parameters) are MANDATORY PRE-REQUISITE CONDITIONS and have to be met for a Consultancy Firm to qualify. For all the other clauses, the Consultancy Firm will be evaluated against the evaluation criteria.

1. General

- a) Consultancy Firms that are a sister concern of ERP product OEMs are not allowed to participate in this EOI. Both the consultancy Firm and the individuals who are involved in this consultancy receive any monetary or other benefits from the recommended product OEM and implementation partner organizations, cannot be associated.
- b) Consultancy Firm that will be the successful consultant shall not be eligible to participate in the ERP product and implementation EOI.
- c) Consultancy Firms are to give information asked for by IIFT as a single entity. Any consortium, Joint Venture, partnerships and sub-contracting shall be disqualified from participation in the main consultancy EOI.
- d) Consultancy Firms are to give relevant information of pure consultancy for ERP implementation projects excluding any ERP implementation.

'Relevant information' should include: Size and Scale of the Project, scope Size of the team that executed the project, Duration of the project, Brief Description of the overall project, What methodology/frameworks/tools were used to study the client organization and mapping of the processes, ERP application evaluation and selection methodology, and Client name if needed is referable.

- e) Provide names, addresses, contacts and details of all the major clients within India and globally wherein ERP solution with the scope of worksuccessfully implemented and also showing the Functional Core Competency.
- f) Must have worked with a cross-functional (within IT) team (networking, hardware & application support) possessing experience in consulting and technology services for design, development, software integration and successful implementation of custom ERP in the Government sector.
- g) End-to-End ERP consulting in Indian Govt. / PSU/AB.

2. Human Capital Strength

- a) Experienced and qualified professionals permanently employed on Consultancy Firm payroll with in depth knowledge of ERP products, features, updates and hands-on job experience in implementations.

3. Financial Perspective

- a) Provide last three years Annual accounts indicating turnover from ERP consultancy (Indian Govt. / PSU / in India).

4. Knowledge Management

- a) Availability of documented data bank on the ERP consultancy projects undertaken, key learning's and methodology followed.

(B) Functional Core Competency of the Consulting Agency

At least five years of experience in implementing at least 3 projects /consultancy undertaken in providing consultancy related to ERP projects, preferably of Service (Education) Sector in which at least one project implemented in last four years with core competency as follows:

- 1. Workflow process study.
- 2. Workflow integration and consolidation to a global template.
- 3. Preparation of vendor neutral EOI for ERP products and their Implementation.
- 4. Selection of ERP products suited for the business processes of the Institute through proper Demo scenarios / Performance Tests / Proof of Concepts to verify vendor claims of ERP product capabilities, functionalities & processes with its efficiencies.

5. Selection of implementation partners for the ERP products and to verify the claimed implementation capabilities through Demo scenarios / Performance Tests / Proof of Concepts.
6. Evaluation of bids for ERP product and Implementation Partner and assist in award of contract.
7. Working as consultant with reputed Institutions with obligations for successful execution and performance of selected ERP solutions covering all functions in an integrated manner.

6. Key Benefits required/Objectives and Scope of Work

(A) Some of the key benefits required / objectives envisaged are:

- Single version of information to all the stakeholders from common database.
- Information available seamlessly and on-demand without manual intervention.
- Automate and Integrate IIFT activities operational process.
- Online reconciliations of various information (training, administrative, financials etc.)
- Real Time and end-to-end visibility of information on multiple dimensions (Projects, financials, inventory, customer, vendor database etc.) across IIFT.
- Management dashboards for monitoring and decision support systems.
- On-line availability of real time data to improve operational efficiency.
- Consolidation of data and availability of MIS for multi locations.
- Integration and sharing of data between operations, organizational entities by seamless user connectivity.
- Changeover from manual disparate systems to multi-functional ERP.
- Maintenance of single accounting structure across units.
- Consolidation of financial statements of all divisions and locations
- To put checks and balances in place.
- Streamlining and automating Various HR/Establishment functions.
- Automate all HR/Establishment and Payroll related activities on a centralized HR/Establishment and Payroll database on a single application
- Seamless integration of HR/Establishment and Payroll.

A study of the organizational activities is required to be taken up by the consultancy Firm so as to get an idea / understanding of the customization to be done and complexity involved in the Institute. Also a study of the existing solutions and required integration can be addressed suitably in the proposed ERP solution.

(B) Scope of Work

The scope of work for consultancy services is broadly enumerated below. However, certain service though not mentioned here but are essential as determined by IIFT for success of ERP solution across IIFT till 12 months after Go-Live across all IIFT Campuses shall be deemed to be included in consultant scope without additional price and time period. The cost of travelling to Kolkata campus and stay, if required will be borne by IIFT. The consultant would act on behalf of IIFT and be responsible for its acts and omissions at all times. The consultant would seamlessly integrate and coexist with our ERP product OEM, implementation partner and other agencies. Consultant should help IIFT to assess their IT needs categorically and in identifying the most compatible reliable and robust ERP system. Further it should ensure the selection of a suitable implementer and monitor the implementation process till it goes live. Consultant should also provide change management workshop for IIFT employees for a smooth transmission to ERP. Scope of work would involve system study, process fine tuning, and preparation of a comprehensive Request of Proposal for software.

Technical Feasibility Study

1. The Consultancy Firm must prepare a Preliminary Project Plan describing, among other things, the methods & human and material resources that the Consultancy Firm proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract, as well as the estimated duration and completion date for each major activity. The Preliminary Project Plan should also state the Consultancy Firm's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Consultancy Firm's proposed means for coordinating activities by each of the involved parties to avoid delays or interference. The total time allocated for preparation of Bid document and Specifications is not more than Six months.
2. Liaise with various divisions of IIFT including different campuses and to create a synergy to gather and understand requirements, make the technical feasibility studies, prepare technical design documents to determine the use of Office & Workflow automation tools.
3. Facilitate meetings with the experts of various divisions of IIFT to gather requirements about Government of India Rules, HR, Payroll, Financial Accounting, Training Activities, Research & Consultancy, Purchase & Inventory, etc. The crucial information gathered shall be used for design, development & implementation of ERP system.

4. Study of all the processes & procedures at IIFT. Workflow process study for five departments namely: Administration, Finance, Research, MDP and Teaching. Rest of department like ICCD, E&M, Establishment and Publication.
5. A feasibility study shall list all the critical issues in the process and prepare a list of resources.
6. The As-Is process for the IIFT's different functions has to be compiled. These need to be vetted and put in standard templates (duly approved by IIFT).
7. Provide details of ways and means of integrating existing business process, systems and applications with leading ERP products to mitigate time & effort.
8. Suggest/ recommend the way forward, to IIFT, for successful ERP implementation.
9. Estimation of detailed cost, time and effort required for ERP application to meet the requirement of IIFT.
10. Detailing change in business processes required and effort in affecting those changes before implementing ERP.
11. Report on foreseeing Risks (identify single points of failures and other relevant aspects) in implementation of such a massive integrated ERP implementation and suggest/ recommend plans to mitigate / manage the risks.
12. Liaise with IIFT and ERP development & technical teams to understand the business requirements and database design requirements.
13. Estimation of Customization vis-a-vis ERP products available in market.
14. Estimation of hardware requirement (Server, type of clients, network configuration, Data - Storage, mirroring, clustering, etc.) and, OS and DBMS for successful implementation of ERP.
15. Provide comparison between Open Source and Licensed software.
16. In case of Licensed Software - should recommend nature of license – CPU based, Core based, named users, peak load, and similar. A cost comparison between forms of license should also be provided.
17. In case of Open Source the nature of support and list of solution integrators may be prepared to see the risk associated with such an option.
18. Prepare a PERT Chart and follow the critical path to reduce slack in each activity and ensure completion in time.

19. Provide Specifications stating among other critical things – the phase wise roll out plan, steps to get UAT – Unit & System test plan & Test Suits & Test hierarchy, trial run & commissioning ToR. Assist in preparation of Bid document.
20. Assist in Evaluation of bids for ERP product and Implementation Partner and also assist in award of contract.
21. Oversee the running of ERP till 12 months after Go-Live across all IIFT Campuses. The association time estimation of Consultant with IIFT will include:
 - a. Study and Submission of Specification ERP
 - b. Assist in Bid preparation
 - c. Assist in Bid Evaluation
 - d. Assist during Implementation
 - e. 12 months after Go-Live across all IIFT Campuses

7. PAYMENT TERMS

1. The payment stages and terms may be specified by the consulting agency as per the stages of the scope of works.
2. At the end of each of the tasks of the project 25% payment shall be released based on the satisfactory certificate issued by the competent authority.
3. All applicable taxes are at actuals.

8. FORCE MAJEURE

1. In case of any situation, incident or any other act of god which is beyond the control of the agency happened and the agency foresee a delay in accomplishing the Scope of Work, such incident to be immediately reported to the Institute with a request, with proper justification for the expected interruption and duration, for extension of the date of submission maximum for 1 week time.
2. IIFT has the full right to decide the request under Force Majeure based on the factual situation.

FINANCIAL BID

The cost for the complete scope of work as mentioned at Srl. No. 6 above for the consultancy service for the ERP Project for IIFT:-

Price Schedule for Bill of Quantity (Figures in Rupees)

A	Consultancy Services			Total Cost
	Particulars	Basic Unit Price	Service Tax	
	Consultancy services for ERP Implementation as per the Scope of Work mentioned in section 6 above			
Total in words (Rupees.....)				
*Additional row may be used for each stage of the consultancy as per Scope of Work.				

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Business Address: _____

Seal:

Place:

Date:

TERMS AND CONDITIONS

Terms and Conditions

The consultant must understand and give unqualified acceptance that creating and delivering qualitative performance successfully in IIFT, at par with best Indian practices, across IIFT within agreed cost and time are part of consultant's basic obligation.

1.Submission of Bids

1.1 Your proposal should be complete in all respects. Proposals should be preferably typed or neatly handwritten in English WHEREVER REQUIRED. Alterations/overwriting if any, in the proposal should be attested by the person signing the proposal. Proposals with alterations etc. not authenticated as above may be rejected by IIFT.

1.2 Bids will be opened before such of those bidders who are present at the time of opening at the scheduled time as given in the EOI document/ OR communicated conveniently.

1.3 All the documents attached with the EOI Documents must be clear and legible and unambiguous. Scanned copy if any must be very clear and readable.

2.0Eligibility Condition

The responses received will be evaluated for the ACCEPTANCE OF Clause 5-6 PRE-QUALIFICATION REQUIREMENT (PQR), FUNCTIONAL CORE COMPETENCY, KEY BENEFITS REQUIRED / OBJECTIVES ENVISAGED AND SCOPE OF WORK

3.0The bidder shall invariably state in the EOI, the validity of the offer. The validity shall be for a minimum period of 180 days from the date of opening of bids.

4.0Liquidated Damages

Half percent per week of delay subject to a maximum of 5% of the order value will be levied for delay in execution of the contract.

5.0 Selection Procedure

For selection of the eligible firms to be appointed, the following procedure shall be adopted:

All the proposals received by IIFT would be scrutinized with reference to the PRE-QUALIFICATION REQUIREMENT (PQR), FUNCTIONAL CORE COMPETENCY, KEY BENEFITS REQUIRED / OBJECTIVES ENVISAGED AND SCOPE OF WORK. Firms meeting these criteria shall only be considered. These firms shall be called as 'Eligible' firms. The firms may please note that mere meeting of these criteria does not entitle any firm the right for award of contract.

6.0 Arbitration

Any dispute or difference, whatsoever arising between the firms out of or relating to the EOI shall be referred to the Director IIFT for referral of such disputes to a sole arbitrator, to be appointed by mutual consent of the parties to the contract. The arbitrator shall give reason(s) for the award. Subject to the above, the provisions of Arbitration Act, 1996 and the Rules made there under shall be deemed to apply to the arbitration proceedings under this clause. The venue of arbitration shall be in IIFT New Delhi.

7.0 Effect and Jurisdiction

The law applicable to this EOI shall be the laws in force in India. The courts in New Delhi, shall have exclusive jurisdiction in all matters arising under and on account of this EOI.

8.0 Confidentiality

All the material sent to the firms shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any circumstances. The Consulting Firms are to furnish a Non-Disclosure Agreement (NDA) as per Form attached.

09.0 Incomplete EOI

Incomplete EOI, which do not contain all the information called for, are liable to be rejected.

10.0 Cancelling the EOI

IIFT reserves the right to cancel/scrap the EOI without assigning any reason whatsoever.

FORM OF NON-DISCLOSURE AGREEMENT (NDA)

Third Party Non-Disclosure Agreement

I, _____, on behalf of the _____ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with IIFT on contract is confidential and that the nature of the business of the IIFT is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the IIFT. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to IIFT all documents and property of IIFT, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to IIFT's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the IIFT, and are reasonable given the nature of the business carried on by the IIFT. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress. Dated at _____, this ____ day of _____, 20____.

Name

Company

Signature

Declaration for Bid Security

I _____ Son/ Daughter/ Wife of _____ on behalf of the _____ (Name of Company) do hereby declare that if we withdraw or modify our bids for the EOI during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in EOI, we will be suspended for a period of 1 year from being eligible to submit EOI/Proposal for contracts with IIFT.

Name

Company

Signature