Expression of Interest (EoI) for Enterprise Resource Planning ERP Implementation at Indian Institute of Information Technology and Management Kerala (IIITMK)

TENDER ID: IIITMK/EOI/103/PRO/2025

Introduction

The Indian Institute of Information Technology and Management – Kerala (IIITM-K) is a Section 8 company under the Government of Kerala, functioning as an autonomous institution under the Department of Electronics and IT. The institute plays a key role in driving innovation through various R&D projects, academic programs, and support for startups and technology-based entrepreneurship.

With its expanding portfolio of government-funded research initiatives, externally aided projects, and collaborative programs with startups and industry partners, IIITM-K requires a comprehensive Enterprise Resource Planning (ERP) system to streamline its operations and ensure effective project governance.

The ERP system will serve as a **strategic enabler** for IIITM-K in managing its growing institutional functions efficiently and transparently, aligning with its vision to be a leading center for applied research and innovation.

In its continuous pursuit of enhancing operational efficiency, financial management, and service delivery, the Indian Institute of Information Technology and Management Kerala (IIITMK) has identified the need for a comprehensive, Enterprise Resource Planning (ERP) system. This ERP solution will integrate and streamline core functions across the Institute, fostering better coordination, improved data accuracy, and more efficient processes.

To overcome these challenges, IIITMK is soliciting proposals from bidders to implement an ERP solution that will standardize and automate processes across all departments, Integrated Project Management: Seamless tracking of R&D projects, startup support activities, milestones, and fund utilization.

- Finance and Accounts Automation: Efficient handling of multi-source funding, grants, and statutory compliance.

- Human Resource and Payroll Management: Centralized handling of staff, researchers, and project personnel.

- Procurement and Inventory: Transparent and traceable procurement and asset tracking for labs and project offices.

- MIS and Reporting: Real-time dashboards and automated reporting for internal review and funding agencies.
- Startup Onboarding & Lifecycle Management
- Grant & Scheme Tracking
- Project Management:
- Document Management
- Payment Gateway Integration
- Administrative Automation: File movement tracking, Internal note generation and approval chains; Meeting scheduling and documentation
-

The solution must adhere to the schedule of requirements outlined in the Bill of Quantities (BOQ) and meet the technical specifications under the terms and conditions detailed herein.

The objective of this EOI is to identify and shortlist experienced ERP solution providers for implementing a customizable, modular, and scalable ERP solution that supports IIITM-K's operational, academic, and project-based activities.

Brief Details of IIITMK and the Proposal

Organization Inviting RFP	The Indian Institute of Information Technology and Management – Kerala
Name of the Project Work	Expression of Interest for ERP Solution to cover the entire spectrum of activities of IIITMK and its allied projects
Tender Notification Reference	Tender No: **IIITMK/EOI/103/PRO/2025**
Mode of Submission of RFP	Offline through IIITMK portal www.iiitmk.ac.in
Non-refundable Tender document fee and Earnest Money Deposit (EMD) payable *	Tender Fee: Free EMD: Free
Last date & time for submitting the Bids [Cover I & Cover II]**	08-07-2025 5.00PM
Opening of Pre-Qualification cum Technical Bids (Cover I)	10- 07 -2025 11 AM
Date and time of Technical Presentation by bidders	Will be intimated later

Name & address where queries/correspondence concerning this RFP is to be sent	Mr.Vineeth Jacob Maman Program Manager Purchase Email-pm2.makervillage@iiitmk.ac.in Cell No: 9496468406
The Contact Persons	1)Mrs. Shabana N D Chief Admin Officer-IIITMK 2) Mr. Rajeev kumar C N Admin Officer-IIITMK

** Queries may be done through the above mobile numbers or through official email id mentioned above.

Scope of the Work

The Indian Institute of Information Technology and Management - Kerala (IIITM-K), an autonomous institution under the Department of Electronics and IT, Government of Kerala, invites Expression of Interest (EOI) from reputed and experienced ERP solution providers for the supply, customization, deployment, training, and support of an Enterprise Resource Planning (ERP) system to streamline its institutional operations.

IIITM-K is registered as a Section 8 company under the Companies Act, 2013 and functions as a non-profit entity. The institute is engaged in advanced academic programs, government-sponsored R&D projects, and implementation of national-level initiatives such as:

- Maker Village – India's largest electronic hardware incubator
- Centre of Excellence in IIoT Sensors – A MeitY-supported initiative to foster deep-tech innovations
- Multiple Central and State Government-sponsored R&D programs and startup support projects

With diverse verticals including academics, research, incubation, finance, administration, and procurement, IIITM-K requires an integrated ERP platform to bring efficiency, transparency, and scalability across all functions.

Driven by a commitment to leveraging cutting-edge technologies and adapting to its evolving requirements, The Indian Institute of Information Technology and Management - Kerala (IIITM-K) seeks to implement an integrated ERP Solution to cover the entire spectrum of activities of **IIITMK** for its Headquarters at Technopark campus, Trivandrum and allied projects at Ernakulam with a provision to expand across the State of Kerala.

The primary objectives of implementing the ERP System at IIITMK are as follows:

The primary objective of implementing an Enterprise Resource Planning (ERP) system at IIITM-K is to establish a centralized, digital platform for managing its multifaceted operations in academics, research, incubation, finance, administration, and procurement. As a Section 8 company under the Government of Kerala, IIITM-K handles multiple government-funded projects, startup programs, and R&D initiatives across national and international partnerships. The ERP aims to streamline these activities under a single, integrated system with the following goals:

Integration of Operations: The ERP System will integrate operations across IIITMK and its allied projects ensuring seamless data flow and reducing redundancy.

Enhanced Efficiency: By automating manual processes, the ERP System will reduce the time and effort required to manage routine tasks, leading to

increased productivity and operational efficiency.

Real-Time Data Access: The ERP System will provide real- time access to critical data across all functional areas, enabling informed decision-making and quicker response times to operational challenges.

Financial Management and Control: The system will provide comprehensive financial management, including accounting and reporting, to ensure accurate financial records and compliance with auditing standards for all statutory functions.

Scalability: The ERP solution will be scalable to accommodate the future growth of IIITMK, including potential expansion into new service areas and increased transaction volumes.

Training and Knowledge Transfer: The implementation shall include comprehensive training programs to ensure that IIITMK staff are fully equipped to utilize the Open Source ERP System effectively.

Simplified Project Management for Allied Initiatives: Allow individual project heads and coordinators to manage their activities independently, while feeding data into the central system.

This Expression of Interest (EOI) is issued with the intent to understand the best available ERP solutions in the market that align with the unique operational needs of IIITM-K. The goal is to assess the capabilities of prospective vendors, explore technical offerings, and gather insights on feature sets, architecture, implementation approaches, and integration feasibility.

Based on the responses received through this EOI, IIITM-K will finalize the functional specifications and system architecture in consultation with internal stakeholders across all departments — including finance, administration, academics, research, startup incubation, and procurement. This will ensure that the subsequent tendering process is well-informed, comprehensive, and aligned with the full spectrum of operational requirements.

The EOI thus serves as a preparatory step to identify and define a robust ERP framework, allowing IIITM-K to select the most suitable and scalable solution through a formal competitive procurement process.

The selected partner has not only to ensure the development of a robust software application and installation of required IT infrastructure, but it also has to address several other activities like Training and capacity building, providing post-implementation maintenance for application and support.

1. The selected bidder shall propose refined Functional Requirements Specifications of each module and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards.

2. An implementation plan should be prepared by the bidder and submitted to the IIITMK, for understanding .

3. The bidder shall prepare a User Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS), Non-Functional Requirements Specification, and Technical Requirements provided by IIITMK. The bidder shall ensure that the new system is fully compliant with the requirements and specifications provided in the SRS and FRS and Non-functional requirements.

4. Project documents include but are not limited to the following

    I. Project Vision document

    II. Detailed Project Plan

    III. Functional Requirements Specifications

    IV. System Requirements Specification

Terms & Conditions

1. General Conditions

    1.1. This tender document is non-transferable. It is available exclusively online at www.iiitmk.ac.in and is not for sale through any other channels.

    1.2. IIITMK reserves the right to amend or cancel the tender, in whole or in part, at any time without prior notice.

    1.3. IIITMK may revise or issue additional data to clarify or modify any part of the tender. Any such changes will be incorporated as supplements to the tender document.

    1.4. A tender fee and an Earnest Money Deposit (EMD) are exempted for this EoI.

    1.5. Projected timeline required for execution at IIITMK.

    1.6. All contractual terms imposed by the customer will apply to the bidder.

    1.7. Bidders must accept all terms and conditions in full. Deviations may result in disqualification of the bid.

    1.8. Government tender rules and regulations apply to this tender.

    1.9. Any components essential for the implementation or integration of the ERP System that are not explicitly mentioned in the Bill of Quantities (BOQ) must be supplied by the bidder.

    1.10. The licensing or subscription period must cover the full warranty period.

    1.11. Bids must be submitted by a single entity. Consortiums and subcontracting are not permitted.

    1.12. The bidder must be Govt./Public/Private/Pvt.LLP/ company. A copy of the registration certificate must be provided.If quoted by startup DPIIT registration is mandatory.

    1.13. The bidder or OEM must have a turnover of INR 1 crore per year for the past three financial years ending 2024-2025.

    1.14. The bidder must declare that they have not been debarred or blacklisted by any Government or Semi-Government organization and that there are no major complaints about the quality of their services or products.

    1.15. The bidder must submit Min. 3 copies of work orders, completion

certificates, performance certificates, and contact details for ERP Systems they have implemented.

1.16. Bidders must review and comply with all terms and conditions in this document. A compliance statement, marked as "Complied" or "Not Complied" against each item in the tender, must be submitted. Supporting documentation must accompany the compliance statement. Failure to meet this requirement may result in disqualification of the bid. The compliance statement must be submitted along with the Technical Bid.

1.17. Multiple bidder will be called upon for demonstration of solutions selected for finalizing the solution prior to tendering.

1.18. Refer to Annexure 7 for Pre-Qualification Criteria.

1.19. IIITMK may modify the Expression of Interest (EoI) at any time before the deadline for bid submission by issuing a corrigendum or addendum.

1.20. Corrigenda, addenda, and clarifications to bidder queries will be posted on the website www.iiitmk.ac.in

1.21. Bidders must submit a signed copy of any corrigendum or addendum along with their proposal.

1.22. The bidder must demonstrate expertise in software technologies, including experience with relevant software, frameworks, and tools required for the project.

1.23. The Original Equipment Manufacturer (OEM) if any, must certify that the ERP software and related products will be supported for at least three years from the date of implementation at IIITMK. OEM if any, shall authorise the bidder as authorised partner for the development activity. This includes technical support and maintenance, contingent on the completion of required payments. The bidder must provide licenses and authorization for all third-party tools and software used in the Open Source ERP System quoted if any.

2. **Preparation of Bids** (Document Comprising the bid)

   2.1. The bid shall be in one technical parts as follows

      2.1.1. PART-I (PRE-QUALIFICATION CUM TECHNICAL BID)

   2.2. PART-I shall contain

      2.2.1. Bidder Information Letter in Bidder's Original Letter Head in the Format listed as ANNEXURE-01.

2.2.2. Bid Form in the Format listed as ANNEXURE-02.

2.2.3. Certificate of Incorporation or Registration of the Firm

2.2.4. Copies of Tax Registration Certificates

2.2.5. Copy of the Permanent Account Number card

2.2.6. Compliance statement as shown in ANNEXURE-03 shall be submitted with compliance noted against each item in detailed technical specification shown in ANNEXURE-05

2.2.7. Datasheet of quoted item from OEM with all specifications sought marked or highlighted against each specification sought.

2.2.8. Detailed specification of the item offered.

2.2.9. Letter of undertaking as shown in ANNEXURE-06

2.2.10. Technical Bid- Technical Bid should include

- ❖ The approach which the firm intends to adopt for creation of the solution, including a detailed service(s) description according to the scope of work mentioned in this RFP document

- ❖ The timelines for completion of the tasks

- ❖ The project team to be assigned and their qualification, experience and roles in the project

- ❖ A statement of the experience of the firm in work of this type including the years in which it was undertaken and the clients it is presently serving.

3. **Pre-Qualification Criteria**

- The bidder must be a technology service provider with a minimum of five years of operation in the software industry.

- The bidder must have experience for successfully implementing a) 3 E R P software projects.

- The bidder must have an average annual turnover of at least INR 1 crore per year for the past three financial years ending 2024-2025 certified by Chartered Accountant.

- The development team must comprise more than 70% technically qualified employees, ensuring high technical competence.

- The bidder must not be blacklisted by any government or public sector organization.

4. **Bid Submission**

    4.1. The bidder shall submit the above tender document offline to the below address well in advance before the prescribed time.
The Director, IIITMK, Technopark Building, Kazhakoottam
Trivandrum-695581.
The envelope shall be superscribed as **"Expression of Interest (EoI) for Enterprise Resource Planning ERP Implementation at Indian Institute of Information Technology and Management Kerala (IIITMK)."**

5. **Bid Evaluation**

    5.1. Evaluation of the Proposal will be done in single stage

      5.1.1. Pre-Qualification & Technical Bid

    5.2. Initial bid scrutiny will be done and proposals with incomplete information, subjective, conditional and partial offers shall be treated as non-responsive.

    5.3. PART-I (Pre-Qualification & Technical Bid) of the tender will be opened on the due date and time indicated for opening in the tender notice

    5.4. Part I, Pre-Qualification and Technical Evaluation would be done as per Annexure 07, Annexure 08 and Part II, Financial Bid Evaluation would be done as per Annexure 09.

    5.5. The financial proposal of only those bidders who meet the minimum prequalification criteria and technical criteria and submit the EMD and tender fee will be evaluated.

    5.6. The tenderers whose PART-I (Pre-Qualification & Technical Bid) are found suitable/acceptable to the Purchaser will be given advance intimation by the purchaser

    5.7. The technically unqualified tenderers will neither be given any intimation

    5.8.The decision of the Evaluation Committee in the evaluation of responses to the tender shall be final. However later correspondence will be entertainedand the selected bidders will be called upon for presentation on their solution offered compatible with IIITMK requirement.

    5.9.The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.

    5.10. IIITMK reserves the right to reject any or all proposals on the

basis of any deviations. Each of the responses shall be evaluated as per the criteria and requirements specified in this tender.

5.11. In case of a tie the bidder with higher technical score will be awarded the contract.

The evaluation will focus on assessing both the **prequalification criteria** and the **solution capabilities** proposed by the bidders, with a strong emphasis on the bidder's ability to meet IIITM-K's functional requirements and integrate with the existing operational setup.

6. Evaluation Process: Phases

The evaluation will be conducted in the following stages:

Phase 1: Pre-Qualification Evaluation

All submitted EOI responses will be first assessed for **prequalification compliance**. Bidders must fulfill the eligibility criteria listed in the EOI document. This stage is non-scoring but qualifying in nature.

Prequalification Criteria Include:
- Valid legal entity with minimum years of incorporation
- Experience in ERP implementations in academic/R&D/government sectors
- Technical manpower availability
- Financial stability (based on turnover and audited statements)
- Past project references

Outcome:
Bidders who meet the prequalification requirements will be shortlisted and notified for the next stage. Bidders who fail to qualify at this stage will not proceed further.

Phase 2: Technical Presentation and Solution Walkthrough

Shortlisted bidders will be invited for a **detailed presentation and solution walkthrough** at IIITM-K.
The presentation must clearly demonstrate how the proposed ERP system will:
- Meet the functional and departmental requirements specified in the EOI
- Ensure integration with existing systems (e.g., accounting software, payment gateways, etc.) with minimal disruptions
- Support a modular implementation aligned with IIITM-K's academic, R&D, and administrative processes

- Handle **project-wise budgeting, file tracking, and real-time reporting**
- Maintain security, user access control, and audit trail mechanisms
- Be deployed and supported with minimal dependence on customization
  Presentation Evaluation Criteria (Illustrative):

Evaluation Parameter	Marks
Understanding of IIITM-K's operational model	10
Functional coverage of ERP modules	20
Implementation approach and methodology	15
Integration capability with existing systems	10
UI/UX and user-friendliness	5
Timeline and training plan	10
Team strength and experience	10
Case studies or demo of past implementations	10
Post-deployment support strategy	10
Total	**100**

The evaluation score is for internal purpose and may be considered in the formal tender process.

6.2. Finalization and Next Steps
- Based on the EOI evaluation, IIITM-K will identify the top-performing bidders who fully meet the technical and institutional needs.
- The inputs from this process will help refine the scope of the final tender, ensuring it is realistic and implementation-ready.
- Qualified bidders may be invited to participate in the next stage, i.e., a Request for Proposal (RFP) or Request for Financial Quote (RFQ), where financial bids will be sought.

6.3. General Notes
- No commercial proposals are to be submitted or evaluated during the EOI stage.
- This EOI does not constitute a commitment to award any contract or enter into any business engagement.
- All presentations must be made in-person or via virtual conference as scheduled by IIITM-K.
- IIITM-K reserves the right to seek clarifications or additional details from any bidder at any stage.

Please refer respective modules mentioned in this document.

7. Right to Accept / Reject the Tenders

7.1. The undersigned reserves the authority to accept or reject any or all of the offers for any particular item without assigning any reason whatsoever.

7.2. Tenders not accompanied with prescribed information or incomplete in any respect, and/or not meeting prescribed conditions, shall be considered as non-responsive and are liable to be rejected.

7.3. The undersigned reserves the authority to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids at any time prior to the award of the contract without assigning any reason whatsoever.

7.4. If the bidder gives wrong information in his tender, the undersigned reserves the right to reject such tender at any stage or to cancel the contract.

7.5. The quantities mentioned in Annexure-04 are approximate, and they may vary according to the customer's requirements. IIITMK have the right to increase / decrease the quantity mentioned on demand, and the supplier is obliged to supply the same. Billing will be done based on the actual quantities.

7.6. Complete deduction / reduction / increase in number of any item listed, if necessary, at the time of purchase will be at the discretion of the undersigned.

7.7. If the procuring entity does not procure any subject matter of procurement specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.

7.8. The decision of the undersigned in finalizing the tenders shall be final and binding.

8. Intimation over pre- qualified bids

8.1. The acceptance of the pre-qualified bidders will be intimated to the successful bidder by email.

8.2. The successful bidder may be provided with a date for presenting their solution as per the requirement broadly mentioned under **Annexure 04.**

9. No Commitment to Procurement

Participation in this Expression of Interest (EOI) process, including meeting the prequalification criteria or being shortlisted after technical evaluation and presentation, does not confer any right or guarantee of award of work or procurement of the ERP solution by IIITM-K.

IIITM-K reserves the right to:

- o Accept or reject any or all responses without assigning any reason,

- o Modify or cancel the EOI process at any stage, and

- o Float a separate Request for Proposal (RFP) / Request for Financial Quote (RFQ) for the procurement of the ERP solution at a later stage.

- o All bidders shortlisted through this EOI will be required to participate in the formal tender process and submit their commercial bids as per the terms and specifications finalized therein. The final selection of the ERP solution provider shall be based on the outcome of the subsequent competitive bidding process.

IIITMK may change project scope, design, or functionalities after the receipt of presentation from various bidders.

10. Documentation

All prospective bidders are required to provide detailed documentation of the proposed ERP solution, which should include the module with features offered in the ERP Solution offered.

11. Dispute resolution / Arbitration process

The Bidder and IIITMK shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- ▪ The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

- ▪ The matter will be referred for negotiation between Purchase Officer,

IIITMK and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

- In case it is not resolved between Purchase Officer and the bidder, it will be referred to The Director of IIITMK for negotiation and his decision will be final and binding for both the parties.

- In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Ernakulam and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

- The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

- Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

ANNEXURE-01: BIDDER INFORMATION LETTER

(To be submitted in Letter Head)

To,

     Director,
     Indian Institute of Information
     Technology and Management Kerala,
     Technopark Campus Phase 1,
     Trivandrum, Kerala-695581.

Sir,

    Sub: "Expression of Interest (EoI) for Enterprise Resource Planning ERP
    Implementation at Indian Institute of Information Technology and
    Management Kerala (IIITMK**)**
    "

I / We have downloaded tender document from the website http://www.iiitmk.ac.in for the Tender and furnishing the following details for your information.

My / our full address for communication (with Telephone/ FAX Nos.)	My / our full address on which PO to be placed (with Telephone/ FAX Nos.)

Signature of Bidder

(Seal)

ANNEXURE-02: BID FORM

(To be submitted in Letter Head)

To,

Director,
Indian Institute of Information Technology and Management Kerala,
Technopark Campus Phase 1, Trivandrum, Kerala-695581

Sir,

Sub: "**Expression of Interest (EoI) for Enterprise Resource Planning ERP Implementation at Indian Institute of Information Technology and Management Kerala (IIITMK**)"

1. Having examined the conditions of the tender contract, the receipt of which is hereby duly acknowledged, I / We, the undersigned, offer to acknowledge the scope defined in conformity with the EoI specifications referred to above and also to the said terms and conditions of contract and will not be charging any handling, freight, logistic costs for the presentation.
2. I / We undertake, if our Bid is accepted, to present our solution on the day of intimation of solution in person at IIITMK, Trivandrum
3. We understand that you are not bound to accept the lowest or any bid, you may receive.
4. I / We affirm that I / We have enclosed the acceptance of all terms and conditions and also all brochures detailing the technical specifications of the items quoted by me/us.
5. The tender document for the works mentioned above has been obtained by me from the URL http://www.iiitmk.ac.in the official website Government of Kerala, and I / We hereby certify that I / We have read the entire terms and conditions of the tender document, which shall form part of the contract agreement and I / We shall abide by the conditions/ clauses contained therein.

6. I / We hereby unconditionally accept the conditions of tender document in its entirety for the above supplies

Dated this ……………………......day of.......................................2025

Signature of In capacity of Duly authorized to sign the bid for and on behalf

…………………………………………………..

Witness 1

                        Name & Address

Signature ……………………………

Witness 2

                        Name & Address

Signature ……………………………

ANNEXURE-03: COMPLIANCE STATEMENT

COMPLIANCE STATEMENT

Sir,

Sub: **Expression of Interest (EoI) for Enterprise Resource Planning ERP Implementation at Indian Institute of Information Technology and Management Kerala (IIITMK**)"

No.	Specification as per Tender	Specification of the item offered	Variation	Remarks

Name & Address of Company

Signature of Bidder

(Seal)

ANNEXURE-04 : DETAILED TECHNICAL SPECIFICATION

Sub: "Expression of Interest (EoI) for Enterprise Resource Planning ERP Implementation at Indian Institute of Information Technology and Management Kerala (IIITMK)."

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TECHNICAL BID

The **technical bid** outlines the technical aspects of the proposal to demonstrate the bidder's capabilities and how their solution meets the requirements specified by the organization issuing the tender. It focuses on the functional and technical specifications, implementation process, and support structure of the ERP solution.

1. Summary

- **Company Overview**: Brief introduction to the vendor, its history, expertise, and experience with ERP systems.
- **Solution Overview**: High-level description of the ERP solution being proposed, including its modules and how it addresses the organization's business needs.

2. Technical Architecture

- **System Architecture**: Description of the underlying architecture of the ERP system (e.g., client-server, cloud-based, hybrid, on-premise).

- **Technology Stack**: Details of the technologies and tools used (e.g., database systems, programming languages, frameworks).

- **System Integration**: How the ERP will integrate with existing systems and third-party applications, including APIs, data connectors, etc.

- **Data Security**: Security features, including encryption, role-based access control, data backup, and disaster recovery plans.

3. ERP Functional Modules

- Core Modules: Detailed description of the ERP modules included in the proposal (e.g., HR & Payroll, Administration, Purchase and Procurement, DDFS integration, Finance and accounting,Tally Integration, Travel related and permissions etc.).
- Customization: Information on how the ERP system can be customized to meet specific needs.
- Scalability and Flexibility: How the system can scale to accommodate future growth.
- Mobile Access: If mobile or remote access is supported, including apps for mobile devices and web access capabilities.

4. System Requirements

- **Hardware Requirements**: Minimum and recommended hardware specifications for both on-premise and cloud-based deployment options.
- **Software Requirements**: Operating system, database, and other software dependencies (e.g., middleware, web servers).
- **Hosting Details**: Details of hosting required

5. Implementation Plan

- **Implementation Methodology**: Approach and methodology for deploying the ERP system, including phases like discovery, design, configuration, testing, and go-live.
- **Timeline**: A clear timeline with milestones for project completion, including the estimated duration for each phase.
- **Project Management**: Overview of project management processes, tools, and the team involved in the implementation.
- **Training Plan**: Details about user training, including types of training (e.g., on-site, online), materials provided, and training schedules.
- **Data Migration**: Plan for migrating existing data from current systems to the new ERP solution, including validation and testing.

6. Testing and Quality Assurance

7. Support and Maintenance

- **Post-Implementation Support**: Details of ongoing support after the ERP is implemented, including helpdesk, incident management, and service level agreements (SLAs).
- **Upgrades and Updates**: Information about the frequency and process for applying system updates and upgrades (e.g., feature updates, bug fixes).
- **Customization Maintenance**: Specify AMC Support on any customizations made to the ERP system will be maintained during upgrades.

8. Compliance with Functional Requirements

- **Mapping to Tender Specifications**: A detailed mapping of how the proposed ERP solution meets the functional and technical requirements specified in the tender document.
- **Gap Analysis**: Any gaps between the tender's requirements and the ERP system's capabilities, along with solutions or workarounds.

9. User Interface and Experience

- **UI/UX Design**: Overview of the system's user interface design, including screenshots or demo links to show the user experience.
- **User Roles and Permissions**: Explanation of the role-based access control model, including predefined roles and permissions for different users.

- **Accessibility Features**: Information on accessibility features, including support for multiple languages, accessibility for users with disabilities, and any localization capabilities.

10. Cost Breakdown

- **Licensing Model**: Whether the solution is subscription-based (SaaS), perpetual license, or any other model.
- **Implementation Costs**: Breakdown of costs for installation, configuration, and training.
- **Annual Maintenance/Support Fees**: Recurring costs for ongoing support, maintenance, and software updates.

11. References and Case Studies

- **Client References**: List of similar organizations or projects where the ERP system has been successfully implemented.
- **Case Studies**: Detailed case studies highlighting how the ERP has benefited other clients in similar industries or with similar needs.

12. Risk Management

- **Risk Assessment**: Identification of potential risks in the ERP implementation process and how these risks will be mitigated.
- **Contingency Plan**: Steps to be taken in case the project timeline, scope, or budget needs adjustments.

13. Documentation and Deliverables

- **User Manuals and Documentation**: Availability of user documentation, technical manuals, and system documentation.Bidder has to submit the documentation to IIITMK
  .Payment shall be made based on the approval of the documents submitted for each phase.
- **Source Code (if applicable)**: If the tender requires access to the source code, details about its availability.

14. Other Supporting Information

- **Demo or Proof of Concept**: Offer to provide a live demonstration or proof of concept, if required.

- **Additional Features**: Any additional features or value-added services offered by the vendor (e.g., AI-driven analytics, predictive capabilities, etc.).

15. Vendor Certifications and Accreditations

- **Certifications**: Any certifications the vendor or ERP system holds (e.g., ISO 9001 for quality management, ISO 27001 for information security).
- **Partnerships**: Relevant technology partnerships, such as with major cloud providers (e.g., Microsoft, AWS, Oracle).

The technical bid should be comprehensive, detailed, and focused on demonstrating the vendor's ability to meet the technical, functional, and operational requirements of the client as outlined in the tender.

User Requirements

As part of its ongoing efforts to improve operational efficiency, financial management, and service delivery, IIITMK has identified the need to implement a comprehensive, Enterprise Resource Planning (ERP) system. This ERP System will integrate all core functions across the corporation, enabling better coordination, improved data accuracy, and streamlined processes. The existing systems within IIITMK, which are currently used to manage its diverse operations, have limitations in terms of integration, scalability, and real- time data processing.

To address these challenges, IIITMK is seeking proposals from qualified bidders to implement an ERP solution that will standardize and automate processes across all departments, including Finance, Marketing, HR and Pay roll, Administration, Purchase and Procurement, Payment Gateway Integration.

Technical Requirements

- The ERP solution should be built on a robust and scalable platform, ensuring transparency, flexibility, and cost-effectiveness.
- The software must allow for customization and integration without the need for costly licensing fees, providing the freedom to modify the source code to meet specific business needs.
- The ERP System should be accessible via a web browser, eliminating the need for client-side installations and enabling access from any location with an internet connection.
- It should support multiple concurrent users with role-based access control, ensuring that users have the appropriate permissions based on their roles within the organization.
- **The ERP solution must be capable of integrating with existing systems, such as Tally .**
- The ERP System must adhere to security standards, including secure access controls, to protect sensitive organizational data.
- The system must include features such as user authentication and secure data storage to prevent unauthorized access and ensure accountability within the organization.

Modules

The ERP System must include the following modules:

User Management Module

The User Management Module is the cornerstone of the ERP System, providing centralized control and administration of user access throughout the organization. This module enables role-based access, ensuring that each user has access to information and functionalities relevant to their role. For instance, the Director should have full visibility into all activities and details within the IIITMK ERP. The Finance Manager should be able to access all, transaction details, and approval requests

Key functionalities include:

- Role-Based Access Control (RBAC): Assign specific roles and permissions to users based on their job responsibilities, ensuring that employees have access only to the information and tools they need.
- User Authentication & Authorization: Secure login processes to protect sensitive data.
- Audit Trails & Activity Logs: Track user activities within the system

to ensure accountability and enhance security.

- Password Management: Allow users to securely reset and manage their passwords.
- User Profiles & Preferences: Enable customization of individual user profiles, based on privileges.
- Group Management / Role: Create and manage user groups for streamlined access control and communication.

Below is an expanded description of each key feature:

1. Billing and Invoicing

Bill Generation: Generate bills for startups , on a monthly basis, or as required. This includes rental charges and other fees.

2. Cash Receipt Issuance

Cash Receipts: Issue cash receipts to customers for payments made, ensuring proper record-keeping.

3. Stock Register Automation

Stock Register: Automatically generate and maintain a stock register, tracking all inventories available

4. Ledger Automation

Depositor Ledger: Automatically generate a ledger for each projects and its sub projects, tracking their transactions and balances.

5. Travel Allowance (TA) Bill Creation

TA Bills: Create and manage TA bills for employees, ensuring accurate reimbursement.

6. Incentive Statement Generation

Incentive Statements: Generate statements detailing incentives provided to employees, linked to specific tasks or performance metrics.

7. Equipment Utilization Reporting

Utilization Statements: Generate statements showing equipment-wise utilization as of the specified date.

8. Comprehensive Reporting

Business Performance Reports: Generate reports on various aspects of operations, including business performance, billing, , leave records, collection & remittance, imprest and handling registers, fortnight reports, TDS, , furniture & equipment, market value, cheque receipts, stamps, stationery, pending bills, tax registers, and more.

9. Attendance Management

Attendance Tracking: Mark and track employee attendance, ensuring accurate record-keeping and payroll processing.

10. Local Purchase Management

Emergency Purchases: Manage local purchases of urgently needed inventory or visit or program related, with permission from the Admin. department.

11. Handling Advance Requests

Advance Requests: Facilitate requests for handling advances, ensuring proper authorization and tracking.

12. Rent Requests for Zonal Office(Maker 2.0)

Rent Management: Manage and request rent for hired spaces through the local offices, ensuring timely payments.

13. Space Allocation:

Identify and allocate vacant space for startups for incubation at various offices under IIITMK

14. Payment Gateway Integration

Provision for integrating payment gateway for payment over rent and services offered by projects under IIITMK

15. Purchase Orders:

Generate Purchase orders with necessary approvals for various requirements under IIITMK and its projects.

16. Administrative and Miscellaneous

Registers: All necessary registers, Project related MoU's, stakeholder related
Attendance and HR: Include functionality for marking employee attendance and maintaining HR records.

17. Academic Management
- Student enrollment, course registration, and fee collection
- Class timetable scheduling and faculty allocation
- Attendance management (manual or biometric integration)
- Examination scheduling, result processing, and transcript generation
- Certification and alumni records

18. Research & Project Management

- Project lifecycle management: proposal → approval → execution → closure
- Project-wise fund allocation and budget tracking
- Milestone monitoring and deliverable tracking
- Utilization certificate generation and audit-ready reports
- Integration with finance and procurement modules
- Provision for internal R&D projects and externally funded grants (e.g., DST, MeitY, DBT, etc.)

19. Startup Incubation & Facility Management

- Application portal for startups and screening workflow
- Incubation agreement tracking and milestone review
- Booking of lab/testing facilities by startups
- Billing and payment collection for services availed
- Space allocation and utility usage tracking
- Reporting for central schemes (like MeitY TIDE, SAMRIDH, etc.)

21. Finance & Accounts

- Multi-source accounting: grants, CSR, internal revenue, projects
- General ledger, accounts payable/receivable, bank reconciliation
- Budget preparation, fund utilization, and forecasting
- Statutory compliance: TDS, GST, PF, Income Tax, etc.
- Integration with existing systems like Tally (or option to migrate fully into ERP)
- Automated invoice generation, payment receipts, and audit reports

22. Procurement & Asset Management

- Indent creation, approval workflow, and purchase requisition
- eTendering or quotation comparison and vendor management
- Purchase Order (PO) issuance and Goods Receipt Note (GRN)
- Asset tagging, inventory tracking, and AMC management
- Equipment lifecycle and calibration history

23. Human Resources & Payroll

- Employee database with service history and document repository
- Leave and attendance management
- Payroll processing with auto-calculation of statutory deductions
- Contractual/consultant staff handling
- Appraisal system and training tracking

24. Administrative Workflow Automation

- File movement tracking and e-Office-style note approvals
- Internal memo, circular, and letter issuance module
- Meeting scheduling and minutes recording
- Visitor and appointment management

25. Payment Gateway Integration

- Online payment collection for:
  - o Program registrations
  - o Startup rent/service fees
  - o Lab/testing charges
  - o Course fees or certifications
- Integration with leading gateways (e.g., Razorpay, PayU, SBIePay)
- Automatic receipt generation and transaction reconciliation

26. MIS & Dashboards

- Department-wise dashboards (finance, academics, projects, startups)
- Real-time data visualization for management decision-making
- Exportable reports for internal review, audits, and annual reports

27. Security, Access & Compliance

- Role-based access control
- Audit trails of all transactions and approvals
- Data encryption and secure backups
- GDPR and IT Act compliance (where applicable)
- Regular user and admin-level access log

SPECIAL NOTE:

e-tendering applications, with integration into the ERP for data synchronization and reporting.

Accounting Module

The Basic Accounting Module will also ensure seamless integration with tally, enabling real-time updates and accurate financial reporting across the entire ERP System.

➢ Since the present accounting system is doing manually using Tally software, there is no need for separate accounting package/module. Provision has to be made for porting the above mentioned basic accounting data automatically to existing Tally software from the new

application software by giving provision for verification before porting to Tally software.

➤ The bidder has to port the entire payroll data in the existing software to the new software.

ANNEXURE-07: BIDDER PRE QUALIFICATION CRITERIA

Sl No	Parameter Specific Requirements	**Documents**
1	The bidder must be a Govt./Public/Private/Pvt.LLP firm or company. Incase of startup DPIIT registration is mandatory	Valid documentary proof of Certificate of incorporation Valid GST registration certificate to be attached. PAN Card A copy of the registration certificate must be provided
2	The bidder must be a technology service provider with a minimum of five years of operation in the software industry.	Attached relevant document (Copy of Rental Agreement or Purchase deed)
3	The bidder must have an average annual turnover of at least INR 1 crore each for the past three financial years ending 2024-2025.	Profit & Loss Account Statement of audited balance sheet and Statutory Auditor Certificate confirming turnover.
5	The Bidding entity should not have been	Self-Certification / Declaration duly signed

	black listed for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or bidder must not have any pending legal cases related to fraud, corruption, or misconduct.restrictive practice by any Central/ State Government / PSU / Semi-Government bodies as on bid submission date	by authorized signatory on company letter head.
7	The bidder must have successfully implemented the 3 ERP project in last 3 years	Copy of Project Completion Certificate and work order to be attached

Submission of Indicative Service Level Agreement (SLA)

As part of the EOI response, bidders are required to submit a copy of the **indicative Service Level Agreement (SLA)** that they normally offer for ERP implementation and support services.

The SLA should clearly outline the following components:

1. **Implementation Support**
   - Project delivery timelines
   - Milestone-based delivery tracking
   - Resource deployment commitments
2. **System Uptime Guarantee**
   - Expected uptime (e.g., 99.5% monthly) for hosted/cloud solutions
   - Scheduled maintenance window terms
3. **Response and Resolution Time**
   - Categorization of issues (Critical, Major, Minor)
   - Maximum response time and resolution time for each category
4. **Post-Deployment Support**
   - Duration and scope of warranty or free support
   - Bug fixing, system updates, and minor enhancements
   - AMC (Annual Maintenance Contract) terms post-warranty
5. **Helpdesk and User Support**
   - Helpdesk operation model (onsite/remote/email/phone)
   - Hours of support (e.g., 9x6 or 24x7)
   - Escalation matrix
6. **Penalty Clauses (if any)**
   - Deductions in case of SLA breaches (e.g., downtime, delayed support)
7. **Backup and Data Security**
   - Frequency of backups, data retention period, and disaster recovery plan

The SLA document submitted as part of the EOI will be treated as indicative only and may be revised or negotiated at the RFP stage, but failure to submit any form of SLA may result in the bid being considered incomplete.

ANNEXURE-10: SUBMISSION TEMPLATES

SUBMISSION TEMPLATES

1. Technical Bid Checklist

Activity	Sub Section
Covering Letter for Technical Proposal	Letter of Proposal
Relevant Experience	Experience in field of ERP, should have developed and maintained Open Source ERP Systems

Proposed Technical Solution	Proposed Technical Solution
	• Process flow map
	• Software design - clearly indicating functionalities and integration of all software modules
	  o Highlights functionalities used for each process step
	  o Ensures integration of software modules
	• Security measures to protect data

Proposed Implementation Plan	Proposed Implementation Plan
	1. Timeline for implementation
	  ▪ Timeline for development of software
	  ▪ Dates for demonstration and testing of software and hardware
	2. Implementation team structure and qualifications
	Details of team structure, no of team members, qualifications, roles and responsibilities
	  ▪ Training and capability transfer
	  ▪ Outline of training content
	  ▪ Details of training team
	  ▪ Training schedule
	3. On-site support withdrawal plan
	4. Hardware and software support team structure, location and qualification

Any other	Any other supporting documents

2. Bidder information sheet

Sl. No.	Information Sought	Details to be Furnished
A	Name, address and URL of the bidding Company	
B	Incorporation status of the firm (Govt./ Public/ Pvt./ Pvt. LLP/company registered in India	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registrationwith appropriate authorities for service tax	
H	Name, Address, e-mail ID, Phone nos. and Mobile Number of Contact Person	

FINANCIAL CAPABILITY: Format for providing Financial Information (copy of relevant certificate from Chartered Accountant should be attached)

Sl No	Description	Financial Year 2020-2021	Financial Year 2021-2022	Financial Year 2022-2023
1	Overall Turnover			

EXPERIENCE

Relevant IT project experience (in the last 3 financial years ending 2024-2025)

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	

Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

SERVICE LEVEL TERMS

Sl. NO.	Uptime	Period