

Gwalior

Bhubaneswar

Delhi

Goa

Nellore

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT

GOVINDPURI, GWALIOR - 474011

Tender No.:advt./12/2011

Notice Inviting Tender

For Open Source Based Enterprise Resource Planning (ERP) System

Price of tender document copy: Rs. 500/- (Rupees Five Hundred Only)

Telephone: 0751-2345821/22

Fax No. : 0751-244054

E-mail: iittm@sancharnet.in

A compulsory pre-bid meeting is kept on Nov. 02nd 2011 at 11:00 A.M.

Last date of submission of proposal is 15TH Nov.'2011 by 04: A.M.

For details please contact Mr. S. Dixit, Chairman, IT Committee

Indian Institute of Tourism and Travel Management

Invites tenders for

Open Source Based Enterprise Resource Planning (ERP) System

1. Background

Indian institute of Tourism and Travel Management is an autonomous organization under Ministry of Tourism, Government of India. It was started in 1983 with one campus and has grown into five campuses at Gwalior, Bhubaneswar, New Delhi, Goa and Nellore. It is the only institute in the country completely dedicated to tourism education and training.

IITTM invites tenders from the interested parties for implementing Open Source Based Enterprise Resource Planning (ERP) system for its office & campuses from reputed IT companies / firms who have proven experience in software applications and products development/customization, implementation and maintenance for educational and research Institutes broadly following Govt. of India rules. Fair knowledge of Govt. Rules and experience in development and successful implementation of software incorporating the Govt. of India rules in a reputed institution will be considered as an advantage. The companies may visit the site where the system has to be implemented and get independent assessment from the users.

The implementation of ERP software is proposed to be managed through an outside firm. The successful implementation of all the components of ERP will be sole responsibility of the Firm. The Firm shall be fully responsible for the entire ERP project development customization / maintenance for the next six years (Three years warranty period and three years service agreement).

The idea of developing a fully integrated office & campus management system is to reduce movement of papers, achieve the “paper-less” office status and easy retrieval system. The system is expected to track various activities of administration, finance and material management through a single integrated project. The system is also expected to remove the drudgery of entering the same information in multiple files and should

integrate in such a way that the information once entered can be retrieved in several reporting formats required to monitor at different levels.

The system should allow the use of existing hardware in the Institute and should be able to convert the legacy data. The final solution should work seamlessly with the existing network, email and internet infrastructure available at the institute. The system should be based on open source platform / technology and should not get locked to any specific hardware brands. Cloud platform will also be considered. The system should be a secure system which should allow all administrative tasks to be performed through a web based front end, to be used for retrieving the information and should support major web security standards.

The broad details of activities to be covered by system are given in **Annexure ‘ A’**.

User Classes & Characteristics

List of users and characteristics is indicative and not limited to the following.

User	Characteristics
Coursechairperson (Faculty)	<ul style="list-style-type: none"> ○ Insert the course into the system ○ Associate a number of sessions to the course. Upload the course material for that course ○ Interact with course teacher
Course Teacher (Faculty)	<ul style="list-style-type: none"> ○ Buildparticipantsdatabase ○ Sendconfirmationsto theselectedparticipants ○ Maintain record of attendance and marks ○ Communicate with course co-ordinator
Academic Section	<ul style="list-style-type: none"> ○ ApproveorDisapprovethecourse ○ Sendappropriatenotesasapplicable ○ Result compilation and declaration ○ Maintain personal files of students ○ Post result activities
Chairman, Time Table	<ul style="list-style-type: none"> ○ Manageoverall resourceslikeclassrooms,labs, faculty, and accommodation
Controller of Examinations	<ul style="list-style-type: none"> ○ Examination related activities ○ Payment of examination duties
Chief warden/Warden	<ul style="list-style-type: none"> ○ Manage hostels
Chairman Admissions	<ul style="list-style-type: none"> ○ Conduct entrance test ○ Conduct Admissions
Store & Purchase Officer	<ul style="list-style-type: none"> ○ Plan purchase ○ Tenders/Quotations ○ Issue purchase orders ○ Inventory management and compliance with accounts

Estate	<ul style="list-style-type: none"> ○ Plan constructions ○ Maintenance of buildings & other works
Library	<ul style="list-style-type: none"> ○ Daily activities of library ○ Procurement of books ○ Request for purchase of books/journals
Accounts Department	<ul style="list-style-type: none"> ○ Daily Accounting activities in role based manner
Audit Section	<ul style="list-style-type: none"> ○ Daily and duration wise audit of accounts
Project Investigator	<ul style="list-style-type: none"> ○ Managing/Monitoring Project Activities
Chairperson research	<ul style="list-style-type: none"> ○ Managing/Monitoring Project Activities
Students activities/ Sports Incharge	<ul style="list-style-type: none"> ○ Activities related to sports ○ Extra-curricular activities
Medical officer	<ul style="list-style-type: none"> ○ Activities related to health
Programme officer and assitants	<ul style="list-style-type: none"> ○ Student registration and scholarships
Training & Placement	<ul style="list-style-type: none"> ○ Activities related to T&P
Administration	<ul style="list-style-type: none"> ○ Administration ○ Recruitment
Public Information officer (PIO)	<ul style="list-style-type: none"> ○ Activities related to Right to Information Act 2005. ○ Receive requests for seeking information ○ Delivery of information to the seeker ○ Mandatory disclosure of information
FunctionalStaff	<ul style="list-style-type: none"> ○ Facility Management, Publication, Event Management like cultural events
Committees	<ul style="list-style-type: none"> ○ Activities of different committees as part of a institutional mechanism such as faculty council etc.
Financial Advisor	<ul style="list-style-type: none"> ○ Consolidation of Budget ○ Monitoring overall finance function
In-charge Network	<ul style="list-style-type: none"> ○ Maintain website and other network related issues
Nodal Officers	<ul style="list-style-type: none"> ○ Controlling overall administration of IITTM centres.
Consultant (Administration)	<ul style="list-style-type: none"> ○ Assisting Director in central administration
Director	<ul style="list-style-type: none"> ○ Approval of major financial transactions.. ○ Administrative control of the institute ○ Planning of the institute ○ Must have super user capabilities
Students	<ul style="list-style-type: none"> ○ Searching information from website on notices, results, events, emailing etc.

2. Important Dates and contactperson

1.	Completion Period for the work	18 months from the date of award of work
2.	Date of Issue of Notice Inviting Tender	14 th Oct. 2011
3.	Period and Place(s) of Sale of Bidding Documents.	From 14 th Oct. 2011 to 14 th Nov. 2011 upto 1.00 PM at IITTM, Gwalior - 474011
4.	Deadline for Receiving Bids	15 th Nov. 2011 upto 3:30
5.	Pre-bid meeting (compulsory)	Nov. 2 nd at 11:00 A.M.
6.	Time, Date and Place for Opening Technical Bid	15 th Nov. 2011 at 4:00 pm at IITTM, Gwalior
6.	Time, Date and Place for Opening Financial Bid	To be decided later
7.	Last Date of Bid Validity	6 months from the date of Opening of financial Bid
8.	Officer Inviting Bids	Director, Indian Institute of Tourism and Travel Management, Govindpuri, Gwalior-474 011 (MP)
9.	Officer to be contacted for any clarification before submission of bids	Saurabh Dixit, Chairman IT Committee, IITTM

3. Instruction to Bidders

3.1 Qualification for Bidders

1. General

- (a) The company should be a product vendor and should be one-stop solution for the development, implementation and maintenance of the product
- (b) The company must possess a valid SEI CMM level 5 and/or ISO 9001-2008 certification for software services.
- (c) The company must be willing to provide the source code to IITTM.
- (d) The company should be a registered IT/ITES company/ firm in India and should be in business for IT consultancy services for last 5 years. Certificate from CA will be required.
- (e) Applicants shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India ("GOI")/ State governments/ Regulatory agencies.

2. Financial capability

Turnover of at least INR 5Crores annually in each of the previous 3 financial years. Organizations should submit Certificate from CA on revenue from Consultancy services. The Organizations should have made profit during each of the previous 3 financial years.

3. Experience

Experience in providing consultancy for ERP for minimum 5 projects with at least one in College / University / research institutes / academic institutes / similar industry in last 3 years. Also the Firm must have an experience in consultancy for design, selection and or implementation of open source ERP products.

4. Quality

The Firm should have received Quality certification of processes by an accreditation agency (e.g. BVQI) Preferred partner for at least two ERPs (Letter / Certificate for OEMs to be provided)

5. Support

Experience in providing functional and technical support and in program management

6. Professional certification(s)

The applicant agencies should have been engaged in the concerned business in a proficient manner. The agency should preferably have CMMI Level 3 certification or its equivalent.

7. Development / operational capability

The applicant agency must have been engaged in development of similar project of its kind in India or abroad during the last five years.

Pre – Bid Meeting

The Pre – bid conference in this regard is kept on 02nd Nov.'2011 in the conference hall, IITTM, Gwalior. It is compulsory for all the companies / firms who wish to participate in the bid to attend the pre – bid conference.

Campus visit

The Bidder, at his own cost, responsibility and risk, is encouraged to visit, examine and familiarize itself with the Site of Supply and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Supply. The costs of visiting the Site shall be at the Bidder's own expense.

3.2 Submission of Tender

Sale of Tender / Download of Tender

Complete set of tender documents can be purchased by the eligible bidders from 14th Oct.2011 to 14th Nov., 2011 upto 1:00PM from IITTM, Gwalior-474011(MP) against a payment of Rs.500/-(Rupees Five Hundred only) in form of cash /DD drawn in favour of Director, IITTM, payable at Gwalior.

Alternately the documents can also be downloaded from the institute website www.iittm.org that can be submitted alongwith a demand draft of Rs. 500 drawn in favour of Director, IITTM, payable at Gwalior.

Earnest Money Deposit (EMD), and Performance Guarantee.

Earnest Money Deposit

- I. An EMD of Rs. 1,75,000 lacs shall be paid through Demand Draft obtained from any bank in India drawn in favour of “Director, Indian Institute of Tourism and Travel Management, Gwalior” along with the Proposal.
- II. Proposals not accompanied by EMD shall be rejected as nonresponsive.
- III. No interest shall be payable for the sum deposited as earnest money deposit.
- IV. EMD of the unsuccessful bidders would be returned back within one month of signing of the contract.

The EMD shall be forfeited by the IITTM in the following events:

- I. If Proposal is withdrawn during the validity period or any extension agreed by the contenders thereof.
- II. If the Proposal is varied or modified in a manner not acceptable to the IITTM after opening of Proposal during the validity period or any extension thereof.
- III. If the contender tries to influence the evaluation process.
- IV. If the First ranked contender withdraws his proposal during negotiations (failure to arrive at consensus by both the parties shall not be construed as withdrawal of proposal by the contender).

Performance Bank Guarantee

The selected bidder shall be required to furnish a Performance Bank Guarantee equivalent to 10% of the contract value (Purchase order value), in the form of an unconditional and irrevocable bank guarantee / DD / FD from a scheduled commercial bank / Nationalized bank in India in favour of “Director, Indian institute of tourism and Travel Management, Gwalior” for the entire period of contract with 60 days claim period. The bank guarantee / DD / FD must be submitted after award of contract but before signing of contract. The successful bidder has to renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable /payable from/by the contender on any account under the contract. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original.

Submission, Receipt, and Opening of Bids

From the time the Proposals are opened to the time the Contract is awarded, the bidders should not contact IITTM on any matter related to its Qualification, Technical and/or Financial Proposal. Any effort by contenders to influence the IITTM in the examination, evaluation, ranking of Proposals, and

recommendation for award of Contract may result in the rejection of the contenders Proposal.

Submission of Bids

The bids shall be submitted under two bids system as technical and financial. First envelope superscripted as “Technical bid for ERP” should contain all technical details and EMD.

Second envelop shall contain financial bid and shall be superscripted as financial bid for ERP. The bid should be inclusive of all costs.

Both the above envelops shall be placed in an outer envelope superscripted “Tender for Indian Institute of Tourism and Travel Management Gwalior – Enterprise Resource Planning (ERP).All documents submitted as part of bid shall be duly stamped and signed by the authorized signatory.

Unsealed tenders and tenders without full signatures and stamp of tenderers will not be accepted.

Note: A person signing the tender or any other document forming part of the contract on behalf of the firm shall be deemed to warranty that he has the authority to bind the firm for all purposes/conditions/clauses of the contract/tender and if in any state it is found that the person so signing had no authority to do so, the Institute may, without prejudice to other civil and criminal remedies against the contract, hold the signatory and the firm liable for all costs and damages.

Documents to be submitted with Bids

- ◆ Documentary evidence of qualification criteria as mentioned in this document.
- ◆ List and brief description of large ERP projects undertaken in last five years with documentary proof.
- ◆ A concept plan including the brief development proposal and the strategies of development for the ERP and its software for IITTM.
- ◆ Application form
- ◆ Copy of certificate of registration of the firm
- ◆ Copy of PAN
- ◆ Copy of Service Tax registration Certificate
- ◆ Copy of the company profile
- ◆ Balance sheet for the last 3 years
- ◆ a certificate that the rate quoted for the ERP Solution mentioned in the tender is the same as is being charged for the similar modules from the Director General Supplies and Disposals (India) and other Departments/Institutions in the country.
- ◆ Any other documents for strengthening the proposal

Validity Period

The prices quoted in the financial bid shall remain valid till **6 months** from the date of opening of the Financial Bid.

Cost of proposal

The Applicant shall bear all costs associated with the preparation and submission of tender document, and be responsible or liable for these costs, regardless of the conduct or outcome of the selection process.

Disqualification

IITTM, may at its own sole discretion, at any time during the tender process, disqualify any applicant from the process, if:

- (a) The Applicant has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
- (b) The Applicant has exhibited a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation, or financial failures, etc
- (c) The tender is not accompanied by required documentation. The contenders failed to provide clarifications related thereto, when sought.
- (d) Information which would have entitled IITTM to reject or disqualify the bidders becomes known after the Applicant has been qualified, IITTM reserves the right to reject the Applicant at that time or at any time after such information becomes known
- (e) The Applicant is found to canvass, influence or attempt to influence in any manner the qualification or selection process.

OTHER CONDITIONS

The bidders shall furnish the information in English.

The parent company of any subsidiary company, which is seeking qualification on the financial strength of its parent, would have to give a written undertaking that it would bear all financial liabilities of the subsidiary with regard to this ERP.

The parent company of any subsidiary company, which is seeking qualification on the technical strength of its parent, would have to give a written undertaking that its technical capabilities/ resources would be available to the subsidiary company as and when required.

Only one Proposal

Each bidder should submit only one bid. If the bidder submits or participates in more than one bids, such proposals shall be disqualified. However, this does not limit the participation of the same Sub-Consultant, including individual experts, to more than one proposal.

Force Majeure

Either of the parties are not responsible for delays caused by the reasons of strikes, changes in Government Regulations, labour disputes, wars, acts of God or any other such reason beyond its reasonable control.

Dispute Resolution, Law and Jurisdiction

All disputes arising out of or in connection with the Agreement shall be attempted to be settled through good-faith negotiation between senior management of both parties failing which it shall be subject of the jurisdiction of Gwalior court, Madhya Pradesh.

Intellectual Property Rights

(a) Prior to the commencement of each project, 'INDENTIFIED VENDOR' shall specify the ownership held by 'INDENTIFIED VENDOR' or any third party, of the material used or to be used in the Deliverables. 'INDENTIFIED VENDOR' grants IITTM a right to use over such rights to the extent they are incorporated in the Deliverables.

(b) All rights, title and interest to all copyrights, patents and other intellectual property rights of whatsoever nature in or related to any work done by 'INDENTIFIED VENDOR' under this Agreement, including but not limited to Deliverables and associated Documentation, shall be vested in and be the exclusive property of 'INDENTIFIED VENDOR'. 'INDENTIFIED VENDOR' grants to IITTM an irrevocable, non-exclusive, worldwide, royalty free, transferable license to use, copy, modify and develop the same for internal purposes.

(c) IITTM shall not take any action that jeopardizes such proprietary rights of 'INDENTIFIED VENDOR' or acquire any right to any work produced by 'INDENTIFIED VENDOR' under this agreement.

Disclaimer

All the information contained in this document is stated only for the purpose expressed in the document. It is amply made clear that any indications given by the IITTM about the future plans if any are only broad indicators and are subject to change without any notice. There is no commitment or obligation, whatsoever on the part of the issuer of this document, or officials associated, regarding the implementation of this or any future plans. Any assumptions made by Applicants, on the basis of information shared herein, will be at their own risk and responsibility.

Cost of services

1) The Bidders / vendors shall quote module wise price for the development of the said software inclusive of all taxes and duties. The IITTM will not be required to pay and/or reimburse anything over and above the price quoted except service tax, which will be payable as per the rate prevailing at the time of payment. However, the order will be given to only one party and will not be bifurcated.

2) The above price should include overhead / out of pocket expenses, travel, boarding, lodging, visits etc.

3) The prices shall remain FIRM till completion of the Assignment.

4. AGREEMENT

Successful bidder must execute an agreement with the Institute as per government of India rules.

The following conditions are suggestive of agreement.

- Completion of project in 18 months from the date of award of work.
- Full warranty for 3 years to be provided after completion of the project.
- A service contract for 3 years after completion of warranty period.
- During the service contract period, the firm shall provide the complete log analysis quarterly and rectification of defects if needed free of cost.
- The service contract charges must be quoted separately.
- The service contract charges should be quoted only for services and should not include the cost of any replacement parts/components which shall be arranged separately by the Institute at its own expense.
- In each block of 365 days during the entire service contract period the firm will be responsible to maintain the ERP in good working condition for on 24x7 basis. The time taken by the Institute in providing maintenance of equipment shall not be counted towards the downtime. All the complaints will be attended by the firm within 1 day of the dispatch of the complaint to their office. In case there is delay of more than 1 day in attending to a complaint then the number of days in excess of the permissible response time shall be counted in the downtime.
- The firm will deposit a security in form of Bank Guarantee equivalent to 25% of the additional value of the service contract to cover the service contract period of three years. This will be furnished within a period of 15 days after the expiry of the warranty period.
- The firm shall try to rectify the defects/modifications in the related modules at Institute itself.
- All service contract charges will be invoiced twice in each year. The payment of the invoice will be made in arrears after satisfactory servicing within 30 days of the date of submission of the invoice.
- No price revision will be accepted by the Institute during the entire tenure of the service contract agreement.
- During Customization installation Period, Vendor must provide the services of an Onsite Engineer.

5. SYSTEM REQUIREMENTS OF THE PROPOSED ERP

- IITTM intends to do total automation, wherein Academic, Accounts, Hostel, Establishment, Purchase & stores, Teaching department office, Central Officeadministration, Engineering department etc., will be computerized & will function as anintegrated system.
- ERP modules should support multi-user, multi counter network with 100% protection against unauthorized access. Every user shall have login name & password for every module he wants to work. System administrator shall be in a position to give access to limited menus – sub menus to a user.
- Powerful backup & recovery procedures must be available & must ensure 100% security of data and smooth functioning of the system.

- This shall support smart card / bar code. The smart cards may be purchased from other agency at later date. Smart card vendor will provide SDK (System Development Kit) for the interface. The successful bidder will be required to interface the smart card with the ERP developed.
- The bidder shall ensure to give ERP as per our requirements. The modules described in Annexure “A” give general idea about our requirements.
- The successful bidder, after detailed on site system studies, will submit the final specifications to IITTM. IITTM, after necessary modifications, will approve the same.
- The source code shall be given to IITTM and the same will not be divulged to outside agency & will not be used outside IITTM.

Integration, Security & Backup

- It should be possible to build the ERP modules into a fully integrated system and various modules shall be totally interlinked. As far as possible, system shall remove duplication of work.
- Every module shall be provided with user login & password security. No unauthorized access to modules shall be possible.
- Facility shall be provided for System administrator for creation of desired number of Users for various modules. To different user, depending upon his level & work done by him, various privileges can be given by system administrator. He can give access to specific menus & submenus to a user.
- All the transactions such as data entry / modification shall be stored with user names so that accountability of User is possible.
- IP address based protection shall be given for more critical applications. Normally administrative activities such as payroll processing, service record entries, fees collection, etc are to be performed from specific computers. To such users, IP address based protections may be provided. So such crucial transactions can be entered through specific nodes only.
- Well-established backup & security procedures shall be defined. Backup MUST be automatic. Practically there shall be no chance of data loss.

ANNEXURE – A (Total 9 pages)

DESCRIPTION OF THE MODULES AT INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT

Sr. No.	Name of the Module	Cost of the Module in Rs
1.	Students Admissions & Fees, Scholarship & Administration	
2.	Academic departments' management	
3.	Budget and Accounts Section	

4.	Purchase Section	
5.	Establishment Section	
6.	Library Management	
7.	Student Related Modules	
8.	Reports for Management	

Detailed requirement of each module is attached herewith (page 2 of 15 to page 15 of 15)

- **Please seal and sign on each page and every page of Tender document.**
- **The payment will be released modulewise as per completion & testing.**
- **An EMD of Rs 1,75,000/- to be submitted along with the tender.**
- **The successful vendor/firm will have to submit 10% amount of the work order / purchase order value as security deposit in the form of DD/FD/bank guarantee before the release of first module payment.**

Authorized Signatory

Seal of the company / Firm

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Details of Each Module:

1) STUDENTS ADMISSIONS & FEES, SCHOLARSHIP & ADMINISTRATION

PG (PGDBM, FPM) & Short and long term training Admissions processing

Complete Admission process

Application submission – scrutiny - Filtering - Preparation of merit list - Interviews and selection process.

- a. Center check list, Admit Cards, Attendance Sheets
- b. DD reports of application form money collected through DD.
- c. Address reports for sending call letters / prospectus to candidates.
- d. Entrance / Interview Results finalisation.
- e. Accounting of Payments for Advertisements, payment to Centers for entrance examination, payment to conductors for conducting exams, payment to experts for attending interviews etc.

Record of Students selected for Admission process.

- f. Tuition Fees due and paid by the students.
- g. Hostel Fess payment on allotment of hostels.
- h. Issue of I-Cards.
- i. Preparing Students roll.

Routine work

- j. Record keeping of various scholarships/ payments to students etc
- k. Students Attendance.
- l. Students' mark sheets of year end examinations of all courses.
- m. Issue of Bonafide Certificates / verification certificates to students for various reasons.
- n. Issue of circulars / notices to students.
- o. Preparing reports for budget / annual meeting etc.
- p. Refund of Deposits to students on receipt of no dues certificate at the time of completion of certificate.
- q. Issue of course completion certificates to students.
- r. Convocation.

Registration of admitted students

Recording their full personal & academic details including photographs
Verification report of documents submitted by candidates
Payment of Tuition, Examination, Hostel, Miscellaneous fees & other fees by cash / DD/cheque / Bank chalan / ATM
Scholarships & PG/ FPM stipends processing
Exam forms & related details
Student data compilation for various governmental and other agencies
Student data searching

Traveling concessions
Branch Change
Disciplinary action / Temporary discontinuation

Fees Reports

Fees Receipt - Daily Fees/Cash Collection Register - Fees Abstract - Students Fees Ledger -

Outstanding fees - Bank statement - Receipt Cancellation record

General Reports

Merit List - Roll list - Admission Register - Caution money Register, Attendancesheet - TC, Bonafide, clearance & other certificates - Students ID cards

Strength Reports

According to - Branch & year - Sex - Caste Category - Religion - Fee type etc

2) ACADEMIC DEPARTMENTS' MANAGEMENT

Students Course registration

Course availability, Finalization of Registration, subject wise Roll List preparation

Academic Calendar

Preparation of academic calendar & time table for PG courses and training, Uploading of courseplan & evaluation plan & associated activities

Evaluation

Credit loading – course wise, Report of continuous evaluation components, Mid semester and End semester evaluation, performance evaluation, letter grades & grade points to students, Announcement of results (generation of grade cards – semester wise, consolidated transcript)

Academic Department Office activities

Student attendance & Leave recording, analysis, monitoring & communication with parents, Analysis of classes taken by faculty
Examination - End semester examination, Make up examination, Grade calculation, Tabulation & grade card issue
Students performance analysis
Result Publishing, Maintenance of Academic Records
Award of degree
Attendance & Leave Recording of Staff, PGDM and FPM students
Grant Utilization management

Budget preparation tool
Department store management
Office file system management

3) BUDGET AND ACCOUNTS SECTION

ERP Based on Central Government Procedure & Generation of Reports

- a. Pay Slip (Central Govt. Employees/UGC)
Calculation of Gross Salary and Deductions
(Calculation Pay, Grade Pay, Special Pay/Personal Pay, Dearness Allowance, Dearness Allowance Arrears, House Rent Allowance, Travelling Allowance, DA on TA and other allowances)
(Deductions on account of Prof. Tax, Income Tax, GPF
Deductions of installments and interest on account of various advances given to the employees towards purchase of bicycle, Scooter, Car, Computer, House Building Advance etc)
Calculation of TDS, Income Tax, Form 16 and its form generation
Generation of pay slips and various statements for payment of salary in the banks
Generation of bills / reports for various remittances for bank payments
Maintaining the record and Generation of CPF slips.
Various statements/reports generation e.g. list of employees on payroll, list of employees on the basis of dues/recovery etc.
MOST OF THE PROGRAMME IS FOR OCCASIONAL DATA FEEDING AND GENERATION OF VARIOUS TYPES OF REPORTS. + CHEQUE WRITING (May be through Tally)
- b. Bills: (Employees)
Settlement of bills: Medical, TA/DA, Tuition fees etc.
- c. Bills pertaining to outside parties received from Purchase Section and other various departments/ sections.- Inward till Payment of bills
Direct Settlement of bills, Advance payments and settlement against advance payment
- d. Students related financial issues

Receipt of fees,
Receipt and payment of scholarships
Payment on account of projects as per their entitlements etc.
- e. CASHIER : Maintenance of Cash Book + Cheque Writing (May be through Tally)
- f. Budget – Financial Accounting through Tally
(Tally packages are available; their integration is to be done)
Grant-in-aids receipts and expenditure (Plan, Non-Plan)
Generation of reports for submission to the Ministry in prescribed Formats

- Monthly Expenditure Statement for Plan and Non-Plan based on financial accounting
- g. Storage of various documents/circulars for ready reference.

4) PURCHASE SECTION

Generation of Enquires

- a. Data entry – Details of the indent like dept. / section, equipment, quantity, weather under Plan / Non Plan, etc
- b. Category / List of suppliers with full details like postal address, email id, website, Fax nos, contact numbers, contact person, etc
- c. Generation of Enquiry / Tender Advertisement and sending the same by post and also provision of sending the same by email, web publication, etc
- d. Provision for e Tendering method.

Opening of Quotations / Tenders and processing the file

- a. Generation of Comparative statement – Data feeding of the received quotations / Tenders.
- b. Generating noting for Technical & Financial sanction.

Generation of Purchase Order

- a. As per the regular format with specified terms and conditions. Also the same should be in incremental purchase order numbers.

Stores

- a. Entries in Stores Received Books on receipt of material.
- b. Intimation to the concern dept. / section via email – generating issue note with department wise incremental issue indent numbers. Also generate satisfactory report format for the same.
- c. Receipt of issue note duly signed & followed by satisfactory report.
- d. Generating Goods Receipt Note and accordingly entries in Stores Ledger (Plan / Non – Plan).

Generating of notings for payment and contingency bill forms for the payments to be forwarded to account section.

5.) ESTABLISHMENT SECTION

- Updating Service Book of employees
- Grant of annual increment on % of pay + G.P. On 1st July every year/ Fixation of Pay
- Leave credit/debit of all employees
- Leave Travel Concession (LTC) of all the employees
- Monthly payment to Contract Labourers' outside agency
- Submission of monthly, quarterly, half yearly and Annual Returns to the Ministry
- Staff List – sanctioned, filled vacant posts at the IITTM
- Generation of RTI report and submission to Ministry/ requester.

6. LIBRARY MANAGEMENT: (Suitable for both book and video library)

A multi-user, Multi tasking integrated system working on multi-platform environment, which will help to Catalogue, Accession, circulate books, Films, Video's drawings, clippings, articles, reports, pamphlets, serial publications etc. adhering to Popular international standards .

MODULES REQUIRED

- a. ACQUISITION : This will cover all activities from the time someone makes a requisition for an item, to the time the item is finally paid for an accessioned.
- b. OPAC : (On – Line public Access catalogue) which will help the readers in searching the material by Author, Key word, Subject Class, Title, Publisher, Place of Publication, Main Entry, Material Type, ISBN, ISSN, Series title, Serial title.
- c. CATALOGUING : cataloguing of any type of material like Books, Articles, Maps, CD's, DVD's Publications etc. During Interactive cataloguing the Systems should provide the description of the relevant AACR 2 (Anglo American Cataloguing Rules) areas, examples and local library practices. In addition to the main entry analytical entries "See" and "See also" reference entries should be available. The catalogue entry should have unlimited number of access points of the following types –Title, Uniform Title, Main Entry, Key Words, Subject, Class number, Place of Publication etc.
Printing of Catalogue Cards 5by3 cards and labels, Integrated Journals Catalogue etc.
- d. CIRCULATION : This should enable to do the circulation based on library defined lending rules of the library material i.e. member information, Registration Card with member's photograph and bar code, stock verification, shelf list, Transaction logging, Reservation, Claim Management, Issue, Return, Reissue of the material, Printing of Transaction Report for borrowers etc. Fees and Fine Management.
- e. SERIAL CONTROL : This should allow tracking receipt of issues, filing claims for non receipt of issues preparing binding orders, cataloguing of Journals i.e. Title, ISSN Number, Publisher, Agent Periodicity, Delivery Make etc. Generation of Arrival schedule for loose issues, Subscription history, publication history etc.
- f. WEB OPAC : Where Library users can login and view their loans and reservations, claim an item in the Library using standard web browser.

The system should have the facility of entering the data in devnagari, should also be compatible to the technologies like Barcode, RFID and the classification systems such as DDC or CC. Import of present data should be possible.

7. STUDENT AFFAIRS RELATED & Misc. MODULES

Time table & academic calendar management

Manage Master Timetables

Create Course-wise and Year-wise Time tables

Linked with Approval system

Integrated with Academic Progress and Attendance Management

Alumni management

Manage Data of all passed out students, with contact addresses, occupation, etc.

Information kiosks

bulletin board, SMS gateway,

Knowledge base/ articles from faculty to be published on the web .

Talk, Messenger, inbuilt Chat and Instant Messenger with integrated Document Exchange

Event management

Manage all types of extra-curricular & Academic Events, with Time tables

Uploading information on the website.

8. REPORTING SYSTEM FOR MANAGEMENT

Intelligent Statistical & Planning report Modules, significant to the management.

COMMON FEATURES AND TERMS/ CONDITIONS FOR VENDORS

- Above requirements are prepared primarily to understand the need for computerization of each department and to be further explored in detail after discussing with the respective department.
- The Open source ERP software system should be integrated with existing soft wares - Tally accounting software and Libsyssoftware and import of data without any extra charges.
- Minimum 3 years module wise onsite support for training users and minor customization in report and interfaceas and when required after finalization of implementation. Yearly Charges for service agreement after the completion of above mentioned 3 years support to be quoted separately.
- Software must be Open source, platform independent, including server Operating system, database, etc. No third party license should be required to run the software.
- Should support all industry standard protocols for storage, backup and security and virtualization.
- System should be designed for future expansion and scalability and should have provision for adding modules for other departments in future.
- Module wise Implementation Plan/ time line with customization to be clearly mentioned
- Customization to be done at IITTM premises, required manpower/ developers to be deployed till final implementation, and satisfactory certificate to be received from each individual department.
- The system should have the facility of entering the data in Devnagari.
- The modules designed should be reusable and can be extended with minor changes to other applicable departments without any extra charges; all the modules should have granular control for role based access according to our administrative hierarchy,integrated with Microsoft active directory infrastructure.
- All the modules to be implemented using single development technology, database, and must have web based access to all the reports and forms required by the users (No client component required to be installed on the user's PC).
- All these operations must be recorded automatically in the event log on the server with relevant identification such as pc, user, date and time, etc of the accessed source. Periodic backup of logs to be purged periodically after backup.
- Perpetual license for unlimited concurrent users.
- The successful vendor will have to successfully complete the software development & installation maximum within 18 months from the date of award of work/agreement.

Annexure – ‘ B ’ :

THE EXPECTED DELIVERABLES:

- a. System study document with complete workflow of each function
- b. Software documentation
- c. Training both user level and administrator level
- d. Soft and hard user manuals
- e. Software implementation
- f. Integration with legacy data
- g. Back up and restoration plan
- h. Archival plan and system for moving legacy data
- i. Maintenance and up gradation of the system for a period of three years after successful installation and training.
- j. Source code

FORM- I :Information to be provided by the Company / Firm(s)

Sr.No	Parameters	Information
1.	Name and address of the Manufacturing Firm(Product Vendor)	
2.	Name of the Bidder Firm if different from (1) If Bidder Firm (2) is bidding then copies of authorization Certificates from Manufacturing Firm (Product Vendor) to be provided	
3.	Year of Incorporation of Manufacturing Firm (Product Vendor)	
4.	Income tax, sales tax, VAT registrations	
5.	Cities where offices are located	
6.	Cities where development and support centres are located	
7.	No. of employees involved in development of solutions for education and research	
8.	No. of employees involved in support of solutions for education and research	
9.	Do you have a rating from appropriate agencies for your product and support	
10.	Name of ERP Product	
11.	Latest version Launch Date	
12.	Turnover of the Manufacturing Firm (Product Vendor) in last 3 years : 2008-09:	

	2009-10: 2010-11:	
13.	Number of years of bidding Firms' association with Manufacturing Firm(Product Vendor)	
14.	<p>Product Details</p> <ol style="list-style-type: none"> 1. Comprehensive technical details are to be provided in the form of printed literature, technical papers, white papers, case studies etc. 2. The product architecture is to be provided. The hardware and OS platforms it can run on are to be provided. Details of other products such as DBMS systems that are required are to be specified. 3. The different modules that are available (relevant to this project are to be listed and described). 	
15.	<p>Detail of Integration Components The comprehensive details of integration components like;</p> <ol style="list-style-type: none"> 1. Web-portal 2. E-Tendering 3. SMS gateway 4. Other ERP interface 5. Smart Card Interface 6. BI(Business Intelligence) tools for MIS/DSS 7. GIS (Geographical Information System) 8. EFT (Electronic Fund Transfer) 9. Barcode device interface 10. Bio-metric devices interface 11. Machine/digital pen interface for automatic data entry 12. GPS(Geographic Information System) interface 13. Advance remote surveillance interface 14. Any other advanced and relevant integration Component <p>Data Migration from Legacy Systems</p> <p>Technical details of data migration from legacy system using FoxBase-III plus, Oracle/SQL, Access etc.</p>	
16.	Evidence of registration with relevant authorities	
17.	<p>Pricing model (no prices are to be given, unless these are publically available such as web announced list prices in this case)</p> <ol style="list-style-type: none"> 1. Whether the system is an integrated system with one price. 2. Whether pricing is based on number of users, number of processors or other criteria. 3. Whether modules are priced separately, if so, various combinations of modules available for acquisition are to be listed. 	

	<p>4. Whether licensing is on perpetual basis, or on a time basis, or both options are Available (detail to be given)</p> <p>5. Post purchase maintenance and upgrade pricing policies are to be given.</p> <p style="padding-left: 40px;">If standard percentages of acquisition costs are used these are to be specified.</p>	
18.	<p>Case studies. Details of installations are to be given (at least three).</p> <p style="padding-left: 40px;">At least one example of a case study nearest to therequirements of this proposal is to be given. For each case study, at least the following information must be provided;</p> <ol style="list-style-type: none"> 1. Name of Customer 2. Modules that were used 3. Number of users 4. Approximate data set size 5. Brief description of the hardware and support software used. 	
20.	<p>Localization (India specific) Comprehensive details of the India specific legal /regulatory requirement compliances through the offered ERP</p>	
21.	<p>Support System Details of the 24x7x365 support system</p>	
22.	<p>Impact assessment onProductivity and Profitability</p>	
23.	<p>What differentiates you from other service providers</p>	

A detailed description of the proposed solution for IITTM, which should include:

- a. Overall architecture
- b. Technical, security, integration and network architecture
- c. Product upgrades
- d. Product support as part of service agreement and at extra cost if any
- e. Managing change requests during service agreement
- f. Details of manpower proposed to be deployed and theirdomain expertise in implementingthe proposed solution
- g. Training plan and methodology at various levels:
 - i) Top Management
 - ii) End user
 - iii) System administrator

h. Policy for source code sharing

i. Other information, if any

Signature

Name of the Authorized Signatory : _____

Designation: _____

Name of the Firm: _____

Place: _____

Date: _____

Format for covering letter to be submitted on printed letterhead of the firm and duly signed by an authorized signatory

To,
The Director,
Indian Institute of Tourism and Travel Management,
Govindpuri, Gwalior

Subject: Submission of Tender

Sir,

With reference to your press notification inviting Tenders for development and supply of a software package for office automation, we are herewith submitting the necessary documents. We are of the firm belief that we are competent to undertake this project.

The necessary documents in support of our application are enclosed.

Yours sincerely

(authorized signatory)

Encl: List of documents (may be given separately)

Format for undertaking to be submitted on printed letterhead of the firm and signed by an authorized signatory

UNDERTAKING

We understand that if the details provided above are found untenable or unsubstantiated, our application is liable to be rejected without any reference to us.

We further clearly understand that Indian Institute of Tourism and Travel Management is not obliged to inform us of the reason of rejection of our bid.

The decision taken by the Director, IITTM will be final and binding on all bidders.

I hereby declare that our company has not been debarred / black listed by any Government /Semi Government organizations. I further certify that I am the competent authority in my company authorized to make this declaration.

(Signature)

(Seal of the Company)