भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान पुणे
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH PUNE

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IISER PUNE

IISER/PUR/0933/24
PRE-BID CLARIFICATION

Item Description — Academic ERP Software

Academic ERP Software के लिए संस्थान की वेबसाइट www.iiserpune.ac.in और सीपीपी पोर्टल पर 18/10/2024 को प्रकाशित वैश्विक निविदा देखें।
Refer to an open tender published on the Institute website www.iiserpune.ac.in and on the CPP Portal on 18/10/2024 for Academic ERP Software.

बोली-पूर्व बैठक 25/10/2024 को अपराह्न 3.00 बजे आयोजित की गई और बैठक का विवरण इस प्रकार है:
Pre-Bid meeting was held on 25/10/2024 at 3.00 PM and minutes of meeting is as under:

प्रारंभ में, समिति ने सभी सदस्यों और संभावित बोलीदाताओं के प्रतिनिधियों का स्वागत किया और सामान्य तौर पर निविदा के दायरे की जानकारी दी और उसके बाद सहायक कुलसचिव (भांडार अवं क्रय) से बोली लगाने वालों को निविदा की मुख्य विशेषताओं के बारे में जानकारी देने का अनुरोध किया।
At the outset, the Chairman welcomed all the Members and the representative of the Prospective Bidders and briefed in general the scope of the tender and thereafter requested Assistant Registrar (S&P) to brief the bidders on the salient features of the tender.

उपस्थित प्रतिनिधि दिए गए उत्तरों से संतुष्ट थे और यह सूचित किया गया था कि प्री बिड कॉन्फ्रेंस के दौरान की गई चर्चा के अनुसार दिए गए सुधार-/ परिवर्धन / स्पष्टीकरण क IISER पुणे की वेबसाइट पर होस्ट किया जाएगा और सभी संभावित बोलीदाताओं को बोली दस्तावेजों में निर्धारित अनुसार अपनी बोली जमा करने से पहले प्री-बिड सम्मेलन की कार्यवाही का संज्ञान लेना आवश्यक है।
The representatives present were satisfied with the replies given and it was informed that the corrections / additons / clarifications given, as discussed during the Pre-Bid Conference would be hosted on the website of IISER Pune and all the Prospective Bidders are required to take cognizance of the proceedings of the Pre-Bid Conference before submitting their bids as stipulated in the Bidding Documents.

हमारी आईआईएसईआर वेबसाइट www.iiserpune.ac.in और CPP portal पर जारी नोटिस के अन्य नियम और शर्तें अपरिवर्तित रहेंगी। इस संबंध में और कोई पत्राचार नहीं किया जाएगा।
The other terms & conditions of the notice issued on our IISER website www.iiserpune.ac.in and CPP portal will remain unchanged. No more correspondence in this regard will be entertained.

बैठक अध्यक्ष के धन्यवाद प्रस्ताव के साथ समाप्त हुई।
The meeting ended with vote of thanks to the Chair.

Sd/-
सहायक कुलसचिव (भंडारण एवं क्रय)
Assistant Registrar (S&P)

05/11/2024

TECHNICAL AND COMMERCIAL QUERIES AND CLARIFICATION

PRE–BID CONFERENCE FOR ACADEMIC ERP SOFTWARE

S. No.	Query/Clarification Sought	Clarification / Amendment
1	**Tender Title:** Student Academic Management (Academic-ERP) System – Software application	**Title to be read as:** **Academic ERP Software**
2	**Estimate Cost of Tender: Rs.10,00,000/-** Is the estimated cost restricted to 10 lakhs? - Please clarify	**Estimate Cost of Tender: Rs.10,00,000/-** The value is the estimated cost of the project. Bidders are free to quote as per their own estimates.
3	**Certificate by Bidder- DPIIT Registration as Per Annexure-I** Eligibility - An entity shall be considered as a startup up to 10 years from the date of its incorporation. It DPIIT Registration mandatory ? As our company existing more than 16 year.	**Certificate by Bidder- DPIIT Registration as Per Annexure-I** Please refer: Department of Expenditure's (DoE) Public Procurement Division Order F.No.6/18/2019-PPD dated 23.07.2020 & 24.7.2020 for the clarification (which is publicly available).
4	**C) After arriving at final pricing of individual offers of all the short listed firms, the lowest firm will be awarded with Contract/Purchase Order.** Are there defined evaluation criteria for shortlisting, such as a distribution of 70% for technical aspects and 30% for financial factors?	**C) After arriving at final pricing of individual offers of all the short listed firms, the lowest firm will be awarded with Contract/Purchase Order.** Please Refer - 10. Bid Evaluation- Sub-clause b) at page 11of the Tender document; reproduced as below: The bids shall be evaluated on the basis of final costing derived upon summing up the quoted price towards supply, installation, validation, testing, commissioning, training & hand holding of the entire software system designed and built in accordance with the specifications and scope of work as tendered, post installation

		warranty period of two years and subsequent comprehensive AMC period of three years.
5	**Delivery Period / Timeliness:** Can Timelines be increased to 180 days as the detailed scope is not furnished in the RFP.	**Delivery Period / Timeliness:** The Delivery period is amended **from 90 days to 120 Days**
6	**8.1) Warranty / Support:** Typically, the warranty covers the following: - Any deviations in the software from the requirements. - Any bugs in the software resulting from the software development process. But there will be support & application maintenance charges for cloud applications. Please clarify. **8.4.)** The software must be supported by a Service Centre in India manned by the principal vendor's technical support engineers. The support through this Centre must be available 24 hours in a day, seven days a week and 365 days a year. Also it should be possible to contact the Principal's vendor support Centre on a toll free number/web/mail. Is expectation of Support services 24x7, 365 days a year? Please confirm.	**8.1 Warranty / Support:** Bidders to quote all-inclusive cost towards each components mentioned in the scope of work (Deployment + Warranty + AMC). Nothing over and above the quoted value shall be paid for the entire contract period. **8.4**) The tender clause is amply clear.
7	**13. Penalty for delayed Services / LD:** Can penalty clause be removed?	**13. Penalty for delayed Services / LD:** Tender term prevails.
8	**Additional Requirements** **Point 3 : Hostel Management Module** 1) Please specify Scope of Hostel Management Module.	**Additional Requirements** **Point 3 : Hostel Management Module**

	2) Please specify scope of Placement module.	1) Software for allocation of rooms, occupancy data, oversight of hostel management including fees, penalties and no dues. Student data base will remain the same as the main module. Vendor should indicate the capabilities of the software deployed by them, if possible. Exact scope will be provided when this module is considered.
9	**Records : Attendance** Are you looking for seamless Integration with Face-recognition/Biometric devices ?	**Records: Attendance** Yes
10	**Part 'C': Scope of Work for the proposed deployment:** SMS Pack/gateway integration, SSL Certificate deployment etc. shall be in bidder's scope of work.	**Part 'C': Scope of Work for the proposed deployment:** Yes, it will be in the bidder's scope of work.
11	**Part 'C': Scope of Work for the proposed deployment:** Any additional modules or changes in functionality after Go-Live shall be chargeable at mutually agreed terms, depending on the scope. Provision to Customization charges Manday Charges to be allowed in Financial Bid	**Part 'C': Scope of Work for the proposed deployment:** Bidders to quote all-inclusive cost towards each components mentioned in the scope of work (Deployment + Warranty + AMC). Nothing over and above the quoted value shall be paid for the entire contract period.
12	Is IISER Pune will provide the Cloud servers for hosting the application ?	The cloud sever is in the scope of the bidder. The cloud service must meet the standards specified by MEITY.
13	**Delivery & Schedule:** Given the current scope and the additional requirements, it is difficult to commit to delivering within three months of the work order. Need consider 06 months.	**Delivery & Schedule:** Please refer point no.4
14	**Data Migration**	**Data Migration** Yes, 2006 onwards. Approximately 1600 UG and 500 Ph.D. students.

	Is there a need for assistance with migrating data from an existing system? If so, how many years of historical data will need to be migrated?	
15	**Training**

How many users will need training, and is there a specific schedule or timeline for the completion of all training sessions? | **Training**

There is no timeline for training completion. However; the end users are required to be trained before the application "go-live". |
| 16 | **Third-Party Integrations**

Beyond the specified NIC e-office and DigiLocker integration, are there any additional third-party services or APIs that need to be integrated with the ERP system? | **Third-Party Integrations**

The main interface with DigiLocker is the Academic Bank of credits. Currently no other third party interface is needed, but may come up later. |
| 17 | **Cloud and Data Center Specifications**

Could you provide more details on the preference or requirement for the type of cloud service provider, beyond being empaneled by MeitY? For instance, are there any specific certifications (other than ISO) required? | **Cloud and Data Center Specifications**

Not required. |
| 18 | **Mobile App Functionality**

What level of functionality is expected from the mobile apps? Should they mirror all desktop features or focus on specific modules (e.g., attendance, exam results)? | **Mobile App Functionality**

It should mirror all desktop features. |
| 19 | **Security and Privacy**

What specific encryption protocols are expected for securing data both in transit and at rest? Is there a requirement for compliance with specific security certifications like SOC 2 or GDPR beyond the DPDP Act? | **Security and Privacy**

Encryption protocols can be chosen as per prevailing industry standards. |
| 20 | **Payment Gateway Integration** | **Payment Gateway Integration** |

	The document mentions the integration of SBI for payments. Should the system support additional payment gateways (like Razorpay, Paytm, etc.), or will it exclusively rely on SBI?	It should support additional gateways.
21	**Backup and Disaster Recovery** What is the expected Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for data backups? Should the backups be retained for a specific duration?	**Backup and Disaster Recovery** For RPO it should be 30 minutes and for RTO it should be 24 hours.
22	Could you please confirm the total number of students that this system is expected to manage?	Currently around 2500 (UG + PhD) students, which may increase over time.
23	Student Management Modules: In addition to the general Student Management System, are there specific modules or unique requirements to address within this system? Any details on particular functionalities will be valuable for tailoring our solution.	Coarse software requirements had been detailed in the tender document. Software intricacies and details shall be discussed during SRS finalization with the successful bidder. The successful bidder is expected to deliver as per finalized SRS and maintain the required software system during the concurrency of the entire contract as per the governing tender terms and conditions.
24	Annual Maintenance Charge (AMC): Regarding the mentioned amount of ₹10 lakhs, could you clarify if this covers a one-year period, or does it span multiple years? Additionally, are there predefined increments after the initial period, and if so, what are they?	1. It is re-iterated that 10 Lakhs is the estimated tender value. 2. Please refer the price BoQ format of the tender, wherein all cost components are clearly listed to be quoted against.
25	Customization Requirements: As per the tender document, customization seems to be limited to updates mandated by the government. Could you confirm if the initial product should be a standardized, non-customized solution, with only government updates triggering further modifications?	Coarse software requirements had been detailed in the tender document. Software intricacies and details shall be discussed during SRS finalization with the successful bidder. The successful bidder is expected to deliver as per finalized SRS and maintain the required software system during the concurrency of the entire contract as per the governing tender terms and conditions.
26	Payment Terms: Could you provide detailed information on the payment schedule or terms? This clarity will help us manage the financial aspects of our proposal accordingly.	Please refer Chapter 3- Clause 12 of the tender document (Page No. 17)

27	EMD Exemption for Startups: We noted that an Earnest Money Deposit (EMD) exemption is mentioned for startups. Could you outline the specific conditions or documentation needed to qualify for this exemption?	Please visit https://www.startupindia.gov.in/ for details pertaining to the benefits extended to registered start-ups under public procurement. However; it may please be noted that the prequalification criteria of prior experience will NOT be relaxed for MSME or registered start-ups.
28	Digital Signing Provision: The tender document specifies digital document signing via browser or a designated system. Will an API be provided for this functionality, or should we integrate a third-party digital signing tool?	Third party APIs are not required. Documents to be digitally signed within the application server / Application Client (browser)
29	The estimated tender value of Rs.10 lakh as mention on page 1 of tender document is for whole project period of 5 years or it is for every year.	The value is the estimated cost of the project. Bidders are free to quote as per their own estimates.