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**EOI No. CIPET/HO/ERP/EOI/2021/01**

Last date of online submission of Tender bid: **31.03.2021 up to 03.00 p.m.**

## **EXPRESSION OF INTEREST**

for

the Design, Development, Configuration,  
Implementation, Testing and Maintenance of  
Web Based Integrated Enterprise Resource Planning (**ERP**)  
for

Central Institute of Petrochemicals Engineering & Technology,  
Head Office, Chennai and its centres at various locations  
across the country.

**CENTRAL INSTITUTE OF PETROCHEMICALS ENGINEERING &  
TECHNOLOGY**  
**Department of Chemicals & Petrochemicals**  
**Ministry of Chemicals & Fertilizers**  
**Govt. of India**  
**HEAD OFFICE, GUINDY**  
**CHENNAI – 600 032**

**CENTRAL INSTITUTE OF PETROCHEMICALS ENGINEERING & TECHNOLOGY**

Central Institute of Petrochemicals Engineering & Technology (CIPET) invites online Expression of Interest (EOI) from eligible reputed companies/ firms for ERP system as specified in this EOI document. Interested and eligible bidders may view and download the detailed EOI documents from CIPET's E-Tender portal [www.tenderwizard.com/CIPET](http://www.tenderwizard.com/CIPET) or [www.cipet.gov.in](http://www.cipet.gov.in).

1. How to register by a vendor :

a) The prospective bidders have to register with CIPET through the E-tender portal of CIPET at [www.tenderwizard.com/CIPET](http://www.tenderwizard.com/CIPET) by Online Payment to M/S. KEONICS LTD. On completion of the registration process, the bidders will be provided user ID and password. After receipt of User ID & Password, Bidders can log on at our e-Tender portal for downloading & uploading tender documents.

b) EOI Fees (Non refundable) of Rs. 11,800/- (Rupees Eleven Thousand Eight Hundred only) is Payable to CIPET through online mode only vide Bank Account details - **Name of the Bank Account: CIPET Head Office, Current A/c No.33045480660, State Bank of India, Guindy Branch, Chennai 600032, IFSC : SBIN0000956, MICR Code : 600002072.** The same should be remitted designated bank account on or before last of submission of EOI.

2. Is there any device requirement for participation in e-Tender: Yes, Bidders should have valid Class 3 Digital Signature Certificate (DSC) device for participating in e-Tender. For integrity of data and its authenticity/non-repudiation of electronic records and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC) of Class -III issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA).

3. Contact details for E-Tender related issue:

<b>Name of the Service Provider: KEONICS</b>		
<b>Contact Person</b>	<b>Mobile / Telephone / E-mail</b>	<b>Remarks</b>
Help Desk	080-40482100, Mr. Madhan, Mobile : 9941947400 (between 9.00am and 6.00pm) E-mail : <a href="mailto:cipethelpdesk@etenderwizard.com">cipethelpdesk@etenderwizard.com</a>	For Vendor registration / any other issue regarding e-Tender Process, please contact: KEONICS as per the details given in the previous Columns

4. Bidders are hereby advised that all the documents to be submitted online are kept scanned to PDF & JPEG format in a separate folder on their computers before starting online submission.
5. While uploading / submitting the documents, it should be ensured that the file name should be the name of the document itself.
6. All pages of Tender documents with Addenda / Corrigenda (if any) must be signed with proper official stamp and date by the Bidders / or authorized power of attorney holders at the lower right hand corner.
7. Bidders are advised to visit CIPET's E-Tender portal regularly for any Addenda / Corrigenda (if any) with regard to the e - Tender, for which no separate paper advertisement will be published.
8. Last date of online submission of Tender bid: **31.03.2021 up to 03.00 p.m.**
9. EOI Fee must be remitted in approved mode only to designated bank account on or before **31.03.2021 up to 03.00 p.m.** Non-receipt of the same are liable for rejection of the EOI.

Eligibility criteria, terms and conditions, scope of work, various formats and Performa for submitting the EOI offer and other details are described in this document.

**Entire tender process shall be carried in following stages:**

- Stage I:** Submission of Expression of Interest
- Stage II:** Presentation of proposed ERP by eligible bidders
- Stage III:** Based on EOI, floating of RFP to the eligible bidders
- Stage IV:** Financial bid by eligible bidders on the floated RFP

Bidders are required to sign and submit all the pages of this ERP documents along with all supporting documents, through online mode only.

**10. Introduction:**

Central Institute of Petrochemicals Engineering & Technology (CIPET) was established in 1968 by Government of India with the assistance of United Nations Development Programme (UNDP) at Chennai. The main objective of setting up of the institute was to develop manpower in different disciplines of Petrochemicals Engineering & Technology as no similar institute was in existence in the country. International Labour Organization (ILO) served as the executing agency. During the initial project period between 1968 and 1973, the institute achieved the targets envisaged and was rated as one of

the most successful UNDP projects implemented worldwide. Today CIPET is a premier national institution under the aegis of the Ministry of Chemicals & Fertilizers, Govt. of India fully devoted to Skill Development, Technology Support Services, Academic and Research (STAR). Today, CIPET has a PAN-India presence operating from 37 locations spread across the country including 7 Institutes of Petrochemicals Technology (IPTs) at Ahmedabad, Bhubaneswar, Chennai, Kochi, Lucknow, Raipur and Jaipur (initial stage of establishment), 24 Centres for Skilling and Technical Support (CSTS) at Agartala, Amritsar, Aurangabad, Baddi, Balasore, Bhubaneswar, Bhopal, Chandrapur, Dehradun, Guwahati, Gwalior, Hajipur, Haldia, Hyderabad, Imphal, Jaipur, Korba, Murthal, Madurai, Mysore, Ranchi, Vijayawada, Valsad, and Plastics Waste Management Centre (PWMC) at Guwahati, 3 School for Advanced Research in Polymers (SARP) - viz. Advanced Research School for Technology & Product Simulation (ARSTPS) at Chennai, Advanced Polymer Design & Development Research Laboratory (APDDRL) at Bengaluru and Laboratory for Advanced Research in Polymeric Materials (LARPM) at Bhubaneswar and 03 Sub-Centres at Palakad (Kerala), Tamot (M.P.) and Paradeep (Odisha). CIPET is also in the process of establishing a few more Centres in different parts of the country. CIPET Centres have state-of-the-art infrastructural facilities in the area of Design, CAD/CAM/CAE, Tooling & Mould manufacturing, Plastics Processing, Testing and Quality Control to cater the needs of petrochemicals and allied industries in the country.

CIPET provides a perfect ambience conducive for learning and has been consistent in maintaining excellence in the academic standards. With experienced faculty, enriched library, stimulating research opportunity and modern infrastructure facilities, CIPET blends of modern day teaching techniques with a traditional emphasis on imparting technical knowledge that makes learning an enjoyable experience. The institute focus on Long term professional skill development programs (Academic) and Short term vocational skill development programs.

### **CIPET CENTRES**

**Institute of Petrochemicals Technology (IPT) with focus on High-end Programmes, Viz. UG, PG & Doctoral**

1. Ahmadabad, Gujarat
2. Chennai, Tamil Nadu
3. Bhubaneswar, Odisha
4. Lucknow, Uttar Pradesh
5. Kochi, Kerala
6. Jaipur, Rajasthan
7. Raipur Chattisgarh

**Centre for Skilling and Technical Support (CSTS) with focus on Diploma / Post Diploma / Post Graduate Programmes:**

8. Amritsar, Punjab
9. Bhopal, Madhya Pradesh
10. Hyderabad, Andhra Pradesh
11. Jaipur, Rajasthan
12. Haldia, West Bengal
13. Imphal, Manipur
14. Mysore, Karnataka
15. Hajipur, Bihar
16. Guwahati, Assam
17. Murthal, Haryana
18. Aurangabad, Maharashtra.
19. Madurai, Tamil Nadu
20. Raipur, Chattisgarh
21. MCTI Campus, Bhubaneswar
22. Baddi, Himachal Pradesh
23. Valsad, Gujarat
24. Gwalior, Madhya Pradesh
25. Vijayawada, Andhra Pradesh
26. Chandrapur, Maharashtra
27. Agartala, Tripura
28. Ranchi, Jharkhand

- 29. Dehradun, Uttarakhand
- 30. Korba, Chattisgarh
- 31. PPMC, Guwahati, Assam

**School for Advanced Research in Polymers (SARP) (R & D Wings):**

- 32. Advanced Research School for Technology & Product Simulation (ARSTPS), Chennai
- 33. Laboratory for Advanced Research in Polymeric Materials (LARPM), Bhubaneswar.
- 34. Advanced Polymer Design & Development Research Laboratory (APDDRL), Bengaluru

**Sub-centres:**

- 35. Palakkad, Sub-centre of CIPET, Kochi, Kerala
- 36. Tamot, Sub-centre of CIPET, Bhopal, Madhya Pradesh
- 37. Paradip, Sub-centre of CIPET Bhubaneswar, Odisha

**CIPET offers the following Undergraduate & Postgraduate courses and PhD Programmes at its centres:**

**I High End Programmes (University Affiliated Programs):**

- **Doctoral (Ph. D) Programs in the areas of Polymer Science & Technology**
- **Postgraduate Programmes:**
  - Two-Year Full Time M. Tech. (Plastics Engineering / Technology)
  - Two-Year Full Time M. Tech. (Polymer Nano-technology)
  - Two-Year Full Time M.E. (CAD.CAM)
  - Two-Year Full Time M.Sc.(Biopolymer Science)
  - Two year Full Time M.Sc.(Polymer Science)
  - Five-Year Full Time M.Sc., Tech (Material Science & Engineering)
- **Undergraduate Programmes:**
  - Four –Year Full Time B. Tech. (Plastics Engineering/Technology)
  - Four –Year Full Time B. Tech. (Manufacturing Engineering/Technology)

**II Conventional Programmes:**

**Diploma, Post Diploma & Post Graduate Diploma Programs**

- 1½ Year Full Time Post Graduate Diploma in Plastics Processing & Testing (PGD-PPT)
- 1½ Year Full Time Post Graduate Diploma in Plastics Testing & Quality Management (PGD-PTQM)
- 1½ Year Full Time Post Diploma in Plastics Mould Design (PD-PMD) with CAD/CAM
- 3 Years Full Time Diploma in Plastics Mould Technology (DPMT)
- 3 Years Full Time Diploma in Plastics Technology (DPT)

**III Industry Specific Programmes:**

- In all the niche areas of Polymer Science & Technology to meet the specific technological needs of polymer industries.

**IV Vocational Skill Development Programmes:**

- Certificate Programmes aimed at enhancing the skill & competency level of personnel employed in plastics & allied industries.

Admissions to the UG/PG Programmes offered by CIPET and the Affiliated Universities are through admission policies of following affiliating Universities.

At present the CIPET has approximately 65000 students and 1000 Employees.

**1. Each CIPET centres are having the following departments;**

1. Administration
2. Accounts
3. Stores & Purchase
4. Long Term Training
5. Skill Development
6. Design
7. Tool Room
8. Processing
9. Testing & Quality Control
- 10.Placement
- 11.CAD/CAM
- 12.Library
- 13.Maintenance

CIPET is looking for a Service Provider for the Design, Development, Configuration, Supply, Implementation, Testing and Maintenance of Integrated Enterprise Resource Planning (**ERP**) along with necessary Hardwares.

**2. Existing System in CIPET:**

- a) CIPET has computerized systems for Admissions, Examinations, Accounts and various other related functionalities through various service providers. These systems have been implemented over a period of time and they are not integrated systems.
- b) Admissions to the UG & PG courses offered by CIPET Centres are through admission policies of respective affiliating Universities.
- c) Admission to the Diploma, Post Diploma programees are through the candidates apply online for through Joint Entrance Examination (JEE) upload all relevant documents, make online payments towards Application Fee and download the Hall Tickets. The online JEE are held at various CIPET Centres spread across the country on a specified date. Online Admission letter is sent for the JEE qualified candidates for admission to CIPET centres.
- e) The present Examinations Application Software has various functionalities such as Registration of students for examination in



various subjects, marks entry, results processing and publication, etc. This system is under Linux / MSQl environment.

- f) The ORACLE/ Tally software is being used in CIPET Head Office and Tally is used in all the CIPET Centres for accounting purpose in de-centralized manner. LIBSYS software is being used in the Libraries of CIPET Centres.
- g) The CIPET Head Office, Chennai has campus-wide Local Area Network with around 100 computers connected to the LAN along with WiFi facility. Internet connectivity is available through 1Gbps NKN connectivity and minimum 8 Mbps Leased Line connectivity through BSNL.
- h) All the 37 CIPET Centres have campus-wide Local Area Network with WiFi facility. Internet connectivity is available through Leased.
- i) The centers are running engineering application software's like NX, CATIA, Pro-E, ANSYS, Mold flow, MSC Nastran etc...

### **3. Scope of Work:**

CIPET is looking for a Service Provider for the Design, Development, Engineering applications, Configuration, Implementation, Testing and Maintenance of Integrated Enterprise Resource Planning (**ERP**) for the use of all CIPET Centres with necessary **IT Infrastructure**. The Service Provider is expected to provide the following services as part of the project:

- a) Customize their Commercial Off-the-Shelf (COTS) software for the requirements of CIPET and offer comprehensive Warranty and AMC support services for five years after the systems Go-Live. The proposed modules for CIPET is given in Section 3.1.
- b) Provide two on-site Programmers at CIPET Head Office at Chennai for technical support services to all the Departments / Sections / Centres at CIPET, Head Office and extend remote assistance to all CIPET Centres.
- c) The present EOI is for getting Technical Proposals from the interested Service Providers for offering their services for the above mentioned requirements of CIPET.

#### **3.1 Proposed Modules for CIPET :**

The functionalities expected to be offered by the Service Provider in customized Integrated Enterprise Resource Planning (ERP) for CIPET are listed here. The list of modules mentioned and the grouping of modules are only indicative and not an exhaustive list.

### **a) Finance and Accounting System**

A comprehensive financial accounting package that can handle all the activities and generation of all kinds of statements like Trial Balance, Income and Expenditure, Balance Sheets, etc., should be integrated with all other modules.

- Budgeting for CIPET Head Office and Centres.
- Budgeting for Plan and Non-Plan Funds.
- Expenditure as per Delegation of Financial Powers.
- Allocation of Funds to Campuses.
- Defining Cash/Bank Books, Ledger Heads & Final Account Heads.
- Receipt and Payment entries, etc.
- Direct Transfer of Salary and other payments.
- Bank Reconciliation Statement.
- Cheque Printing
- Final Accounts – Trial balance, Balance Sheet, Receipt & Payment, Income & Expenditure statement & schedules and Balance Sheet of Each centre and Consolidated one of all centres together.
- Tax register
- Cheque Issue Register
- Cash inflow / outflow Register
- Grants-in-Aid Register
- Fixed assets Register
- Stock Register
- Payment Voucher Register
- Fixed Deposit Register
- Purchase Register
- Advances Register
- Auditing
- E-Receipts.
- Advance register and management
- TA/DA application management
- Post employment funds management
- Investment module.
- Sundry Debtors – Aging Report / Confirmation of Balance.
- Corpus and Other Fund Management

### **b) Academics and Examination System:**

- a. Programmes and Subjects

- Rules, Regulations, Syllabus, Credit Hours, Intake Capacity
- b. Admissions Management
  - Integration with JEE, Online Counselling, Enrolment
- c. Faculty Workload / Lesson Plan
  - Academic Calendar
  - Academic Infrastructure at CIPET Head Office and Centres.
  - Question Bank creation and management.
  - Question Paper setting.
  - Schedule of Examinations.
  - Students' Registration for End-Semester Examinations including generation of Hall Tickets.
  - Deployment of Supervisors/Observers/Flying Squad.
  - Examination Attendance.
  - Internal Assessment Marks and Practical/Projects Marks.
  - Answer Scripts Management
  - External Assessment Marks.
  - Results Processing
  - Results Analysis
  - Moderation.
  - Publication of Results
  - Re-totaling, Revaluation and photocopies of Answer Scripts.
  - Generation of Mark Statements.
  - Generation of various Certificates.
  - Students' Disciplinary cases.  
(Ragging, Examination malpractices etc.,)
  - Inventory of Academic Material.
  - Post Sea Courses
  - Sponsored Projects
  - E-Learning System.
  - Reports and Query Modules (required for all modules)
    - Standardised Reports, Charts, Adhoc Query Reports, Drilldown Reports and Dashboards

### **c) Students Management Modules**

- Students Profile.
  - i. Personal Information, Contact Details, Academic Details
- Online Payment of Fees and Deposits.
- Issue of Identity Card.
- Hostel Management.
- Scholarships.
- Performance Based Rewards.
- Endowments.
- Attendance.
  - Leave / Permission module
  - Biometric attendance (Handheld device)
- Class Time Table.
- Assignments
- Extra-curricular Activities.

- Students' Evaluation of Faculty.
- Internships/On-board Training.
- Placements Management.
- Registrations for Convocation.
- Certificates.
  - No Due Certificates, Transfer Certificate, etc.
- Refund of Caution Deposits.
- Parent Enquiry/Alert/Messaging Management.
- Messaging System
- Students Grievance System
- Students Group Insurance.
- Issue of Text Books and Uniforms
- Health Care Management.
- Re-Admission Process after Break in studies.

#### **d) Affiliated Institutes Module:**

- Master Data of CIPET Centres
- Details of Affiliated University
  - i. Affiliation Particulars, Contact Details, Institute Infrastructure.
- Affiliation Fees Collection / Renewals
- Programmes and Intake Capacity.
- Faculty Profile.
- Admission of JEE Qualified Students.
- Programme Fees Management.
- Uploading of Internal/Practical Marks etc.,
- Submission of online Periodical Returns.

#### **e) Human Resources Management System**

- Posts Management
  - i. Recruitment Rules, Roster, Vacancies, Recruitments, Promotions, Transfers, Retirements, etc.
- Staff Profile including Family & Nomination details.
  - i. E-Service Books.
- Bio-Metric Attendance and Leave Management.
- NPS/Provident Fund.
- Pension Scheme.
- Group Medical Insurance.
- Medical Allowance.
- Bonus.
- Loans and Advances.
- Over Time Allowance.
- Leave application management.
- Leave Travel Concessions.
- Annual Increments.
- Annual Performance Assessment System.
- Annual Property Return Filing System.

- Special Duties Management System.
- Disciplinary and Vigilance cases.
- Promotion of employees including MACP
- Limited data access to ERP for all employees for personal data and various applications.

**f) General Management Modules:**

- Master Data of Statutory Authorities of CIPET.
- E-Document Management System for the past decisions of the Executive Council, Academic Council and other Authorities of the Institute.
- Meeting Management System
  1. Membership Module (Members list, validity, email list and attendance of members in the meeting)
  2. Intimation to members – Travel plan/Booking
  3. Circulation of Agenda of meeting
    - Minutes of meeting
    - Action Taken Report
    - Key words search
- Alumni Management System.
- Legal Court Cases Monitoring System.
- Endowments
- File Tracking System
- Mobile based Apps for various functionalities / stakeholders

**g) Payroll Management**

The Payroll module shall include the following

- Salary structure fixation for various cadres of employees.
- Deductions and Recoveries.
- Generation of Pay Slips.
- Income Tax and TDS.
- Filing of Quarterly returns
- Annual Returns
- Letter to Banks
- Pay slip management.

**h) Infrastructure Management**

- Master data for Land and Buildings.
- Allocation of Quarters and Guest House.
- Lease-in and Lease-out of CIPET premises.
- Database on ongoing Projects / Works
- Estimate preparation for new Project / Work.
- Project Plan Monitoring

- Security Services, House Keeping services
- Maintenance and AMC.

**i) Purchase and Stores Management**

- Purchase Requisitions Management
- Tender Management
  - Publishing of Tenders.
  - EMD / Security Deposit Collection and Management.
  - Payment tracking and notification.
  - Purchase / Work Orders, Period of Contract monitoring.
- Stores & Inventory Management
  - Receipt, verification & acceptance of goods
  - Stock entry.
  - Issue of goods to sections / departments.
  - Reordering alerts
  - Scraps / Obsolete Items management
  - Returnable / Non-returnable Gate Pass
- Invoice entry transfer to accounts.

**j) Training and Placement**

- Master data on potential Employers
- Campus Interview Scheduling and Mapping
- Seminar / Conferences / Internships
  - Registrations, Participations, Results, Placements

**k) Library Management:**

The activities of the Library Management shall be handled in the Library Module with RFID access control. The activities includes Invoicing, Accessioning, Circulation, Online Public Access Catalogue, Statistical Reports along with RFID functionalities like Tagging of the Books, Stock verification and Shelf Management, etc.

**l) Hostel Management:**

Hostel Admission and Room allocation  
 Shifting of Room or Hostel or Mess  
 Student dues recovery / refund at the end of every semester / year  
 Hostel Items Inventory Management

Maintenance Management  
Canteen / Mess Monitoring / Management

**m) Health Care Management:**

- $\alpha$  Students and Employees Health Master Data
- $\beta$  Stock of Medicines
- $\chi$  Medical Equipments and Facilities.

**n) Engineering Applications - Tooling**

- Unigraphics
- CATIA
- Pro-E
- Ansys
- MSC Nastran
- Mold Flow

**o) Consultancy Project and Research Module**

**p) Security and Surveillance System Module**

**q) Departmental/ Functional Operations**

There are functions/ departments in each centres like Processing, Tool Room, Inspection, PDI, CAD/CAM, etc which follow different processes. Modules shall be implemented to address each department in synchronization with Institute as a whole.

### **3.2 Dynamic Web Portal for CIPET**

All the above mentioned modules are to be integrated and offered using a Dynamic Web Portal for the use of various stakeholders as per their roles and responsibilities. The Portal should provide Dashboards on login as per the requirements of the logged-in user. The Web Portal should also have static contents relating to the Institute for general information to public and various stakeholders. It should have facility for authorized officers to update the contents with user-friendly interfaces. The Portal should meet industry standard guidelines and should have efficient Search facility.

### **3.3 Software Requirement Specification (SRS)**

The service provider shall study the existing system and the functional requirements of each module by interacting with concerned officers at CIPET for proper understanding of the system. The discussions held during Pre-EOI discussions would be useful for expediting the systems study at this stage. The successful service provider shall obtain sign-off of SRS from the designated authority of CIPET and develop the system accordingly.

### **3.4 Features of the Proposed Solution**

The Service Provider should be in a position to provide the required modules with minimal customization of the COTS modules. The Proposed Solution by the Service Provider is expected to have the following features:

- a) Should be capable of addressing the current functional requirements of CIPET and also scalable to meet the future functional needs of the Institute that may come up from time to time, with necessary customization of the software.
- b) All modules are to be integrated for sharing of data and should have uniform look and feel
- c) All the modules should have exhaustive Reporting and Query features. Engineering and Non- Engineering modules to be integrated without any data loss.
- d) The system should have User Friendly Interface.
- e) Mobile Apps Services (Android based) for the use of various stakeholders may be suggested
- f) Smart Card / RFID based integration may be suggested, wherever applicable.
- g) The offered system should be secure, stable and have provision for scalability
- h) Certain applications may require IP address based authentication and One Time Password (OTP) mechanism.
- i) Role based access to various Users.
- j) Proper logging of user actions on critical systems.
- k) Facility for secure backup and recovery techniques.
- l) The Web Portal should support all standard Browsers.
- m) The Service Provider should provide all patches and updates during the duration of the contract.
- n) The Service Provider should provide online Help Desk to attend to the issues raised by the end users.
- o) The Service Provider should provide an Audit Trail feature for all the modules.



- p) Database records from the existing systems on current and past students, employees and other details have to be ported onto the back end database of the proposed system for use with the new modules. Hence, the proposed systems should have interface modules for uploading Admissions data, Examinations data, Students details, Faculty details and Employees details.
- r) The ERP should support various modern technologies such as – Online Payment Gateway, SMS Gateway, RFID technology, Biometric for student and employees attendance & monitoring, auto email alerts, etc.
- s) In addition to the above mentioned features, additional features available in the proposed solution may be highlighted by the Service Provider in their Technical Proposal.
- t) It would be the responsibility of the Service Provider to supply all the modules specified in the scope of work. It would be inclusive of but not exclusive to:
- Comprehensive training for using / customizing / deploying and for taking backup and recovery.
  - Proper security to access / role based access / IP authentication wherever necessary / One Time Password
  - Flexible to adapt to new technologies
  - Easy maintenance and plug and use for new modules
- u) **Project Implementation**
- i. The successful service provider has to carry out complete study of requirements at the CIPET and prepare project schedule within four weeks from the date of awarding the contract. The project schedule document should clearly indicate the flow diagram of all modules, work flow charts and complete requirements as suggested above and based on the study to be carried out at CIPET, Chennai by way of discussing with concerned Officers and Staff. The implementation shall commence only after approval of the concerned authorities of CIPET Head Office, Chennai.
  - ii. The complete documentation of the system has to be produced as per industry standards at the time of completion of installation. The service provider has to submit a documentation schema along with the tender. Three sets of documentations have to be provided.

- iii. Testing of the ERP has to be carried out extensively and should be certified for the quality and secure and error free working of systems.
- iv. The successful service provider should install and configure the System and other devices (Intranet) as per the technical and functional requirements to ensure proper operation among all the centres and all Affiliated Institutes/University and all internal departments of CIPET for friendly and at the same time secure access.
- v. CIPET should be supported with necessary security features to prevent unauthorized information access / modification.
- vi. CIPET centres shall be opted for an Independent testing and certifying agency for testing and certification of the complete System.

### **3.5 Deployment Environment**

The systems customized for the requirements of CIPET. The details of the proposed deployment environment are to be explained in the Technical Proposal of the Service Provider.

### **3.6 Contract Period**

The Enterprise Resource Planning (ERP) is expected to Go Live within six months from the date of issue of work order. The contract for designing, customization, implementation and Post Implementation Support shall be for a period of five years from the date of issue of work order. The ERP should be implemented as per the requirements and deployed within 9 months of stipulated time from the date of issue of the work order.

### **3.7 On-site Support Service:**

The Service Provider should provide two Programmers for on-site technical support service at CIPET Head Office, Chennai for the period of contract. The Programmers are required to generate ad-hoc reports as required by various Departments / Sections of the Institute and will be responsible for the maintenance of the Web Portal as per the day-to-day requirements of CIPET. They should clear the doubts of the users in making use of the system and offer remote technical assistance to the users at CIPET Centres. They will also be responsible for interacting with the back-end team of the Service Provider for offering timely services for all the requirements of CIPET.

The on-site Programmers should possess the following qualifications and experience:

- a) BE or B.Tech in Computer Science / MCA / M.Sc (Computer Science) with minimum of 5 years' experience in software development.
- b) Experience in development and maintenance of application systems using RDBMS
- c) Experience in use of Reporting Tools based on SQL
- d) Experience in development of web based applications using Java / PHP / .NET.
- e) Experience in development and maintenance of websites
- f) Experience in Product Life Cycle Management

### **3.8 Training:**

The Service Provider should provide Comprehensive Trainers Training on all the modules. Training for operation and maintenance of the Software for Enterprise Resource Planning (ERP) for employees on the following topics should be provided:

- a) Usage of all the Software modules
- b) Data Entry and Report Generation
- c) Backup, Recovery and Security

### **3.9 Documentation and Source Code:**

All Software modules with **complete Source Code must be supplied** with their originals along with original printed technical documentation and licenses. The Service Provider should agree to Life Long (Perpetual) License to the CIPET without any Royalty to be paid to the Service Provider.

### **3.10 Intellectual property Rights:**

All intellectual property rights for the work performed under this EOI as far as data is concerned shall lie with CIPET, Head Office, Chennai. This clause is applicable to all data in any form or format designed and developed for CIPET, Chennai under this EOI by the vendor.

### **3.11 Hardware Integration:**

The successful bidders shall explore the maximum usage of hardware presently being used in CIPET. In case it is necessary to update / change any hardware or new hardware is required for the proposed ERP, it shall suggest the specification of new / updated hardware to CIPET.

## **4. Process of Selection of Service Provider:**

The Service Provider will be selected in the following manner:

**Stage-I**

- a) It is mandatory for the interested Service Providers to participate in the first stage of EOI on payment of EOI Fees (non refundable).
- b) Sealed EOI documents should contain all the relevant information and desired enclosures in the prescribed format (**Annexure-I** on Minimum Eligibility Criteria) along with detailed Technical Proposal (as per Clause 6 on 'Contents of Technical Proposal')
- c) Those who meet the 'Minimum Eligibility Criteria' would be considered for participation in Stage-II of the Tender process, after submission of Bid Security Declaration Form (**Annexure II**).

**Stage-II**

- a) The Service Providers who have qualified under Stage-I will be asked to give presentation on their Technical Proposal and demonstrate their COTS solution in CIPET Head Office, Chennai at specified date and time.
- b) The Service Provider shall provide access to the Demonstration site for two weeks time to CIPET for testing the features claimed by them in their Commercial off-the-Shelf (COTS) modules.

**Stage-III**

- a) The Scope of Work may be modified or enhanced based on the inputs gathered in Stage-II. The RFP document containing detailed revised Scope of Work, Technical Evaluation Criteria, format for Price Bid, Payment Terms and other Terms and Conditions will be sent only to those who have given presentation of their Technical Proposal and demonstrated their COTS solution.

**Stage IV**

- a) Technical and Financial Bids will be evaluated and the selection of Service Provider will be based on QCBS (Quality-cum-Cost Based System) method. Based on the marks obtained in the Technical Evaluation Score and Financial Score of Price Bid, the Total Score will be calculated.

- b) The Service Provider with the highest Total Score will be awarded the contract on submission of performance guarantee.

**5. Minimum Eligibility Criteria:**

**N.B.** The Service Provider may furnish modes of proof other than the ones indicated below but it shall be entirely up to CIPET whether to accept them or not

S.No.	Particulars	Mode of Proof
1.	The Service Provider should be a Private /Public Limited Company / Partnership Firm registered in India. Individuals are not eligible to participate.	Copy of Registration/Incorporation Certificate showing that the Service Provider is a Private/ Public Limited Company/ Partnership Firm
2.	The Service Provider <b>along with his OEM</b> must be in the Software Development business in educational sector and necessarily own the offered Software Solutions, carrying out projects similar to the requirements indicated in the Scope of Work of this document, for at least 5 years i.e. since 2015-16 or earlier	Declaration for the ownership for the offered Application Software Solutions on Stamp Paper duly notarized & Declaration of no third party/third party software(s) involvement in the offered Application Software. Copies of Purchase Orders/Work Orders showing that the Service Provider <b>or his OEM</b> has carried out projects similar to the requirements of CIPET during last 5 years. It shall be CIPET's prerogative to decide whether the document produced is a valid evidence or not and to call for additional proof if required
3.	The Service Provider <b>or his OEM</b> should have 'successfully carried out' at least 3 (three) software development projects of value not less than Rs.50.00 lakhs each for Universities / Higher Educational Institutions such as IITs/NITs/IIMs or Colleges in the last 5 years (2015-16 to 2019-20)	Copy of Agreement/Work Order / Project Completion Certificate for completed projects / any other relevant document. It shall be CIPET's prerogative to decide whether the document produced is a valid evidence or not and to call for additional proof if required.; and  The tenderer should provide Satisfactory Performance Certificate for the projects completed within scope of work

		under the contract from their clients. In case of ongoing projects, Satisfactory Performance Certificate shall be provided for the service rendered to client till date.
4.	Average annual turnover for the last 3 years (i.e. 2017-18, 2018-19 and 2019-20) should be at least Rs.50.00 crores	Certified Copies of Audit Reports/ CA Certificate from Chartered Accountant. It shall be CIPET's prerogative to decide whether the document produced is a valid evidence or not and to call for additional proof if required
5.	The Service Provider should NOT have been debarred or blacklisted by any government department/agency in the past 3 (three) years (2017-18 to 2019-20) on account of fraudulent or corrupt practices or inefficient/ineffective performance	The Service Provider should give an undertaking for this
6.	The Service Provider should possess Capability Maturity Model Integration (CMMI) certification of at least Level-3	Copy of the CMMI Certificate
7.	The Service Provider should possess Information Security Management Certification (ISO-IEC 27001:2005 or equivalent)	Copy of the ISO Certificate
8.	The Service Provider <b>or his OEM</b> must have executed minimum 3 Annual Maintenance Contract to provide on-site service support for the customization of the Institute Management System during the last three years i.e 2017-18, 2018-18 and 2019-20.	The service provider <b>or his OEM</b> should give copies of AMC contract

The Service Provider must meet the requirements of **ALL** the above 8 Minimum Qualifying Criteria. If the Service Provider does not meet the requirements of even one of these criterias, they shall stand disqualified and the RFP will not be taken up for further process.

## 6. Contents of the Technical Proposal

- a. The Technical Proposal of the Service Provider should clearly list out the modules available in their COTS solution with reference to the requirements indicated by CIPET under Scope of Work. They may also highlight the additional features and modules available in their

solution which will be useful to the requirements of CIPET. Efforts required for customization of their modules for meeting the requirements of CIPET has to be explained.

- b. The hardware and software environment proposed for deployment will have to be mentioned indicating the merits / reasons for suggesting the same for the requirements of CIPET.
- c. The proposed plan for the detailed study of the functional requirements of CIPET, customization / development of systems, testing and implementation, training and post implementation support are to be detailed with time lines.
- d. The steps taken to ensure security features to prevent hacking and defacement of the system and the plan for Security Auditing are to be highlighted in the Technical Proposal.

**7. Responsibility of Central Institute of Petrochemicals Engineering & Technology (CIPET), Head Office, Chennai**

Central Institute of Petrochemicals Engineering & Technology (CIPET), Head Office, Chennai - 600032 shall be responsible for the management of the project as presented below:

- a. To appoint a Nodal Officer to represent the CIPET and provide all Campus level support for smooth implementation of the Project
- b. To ensure timely sign-offs
- c. To ensure timely release of the payments as agreed in the payment terms
- d. To take steps to mitigate any potential risks that might surface during the course of the project.

**8. Submission of EOI:**

- a) Online EOI documents should contain all the relevant information and desired enclosures in the prescribed format **(Annexure-I)** along with detailed Technical details.
- b) All the pages of the EOI Document shall be continuously numbered and submitted as a package along with a Covering Letter on the Service Provider's letter head.
- c) Information, references and certificates from the respective clients, certifying the technical, delivery and execution capability of the

Service Provider, should be signed and affixed with seal and the contact numbers of all such clients should be mentioned. CIPET Head Office, Chennai may also independently seek information regarding the performance from the clients.

- d) If the Service Provider deliberately gives incorrect or misleading information in his EOI document or wrongfully creates circumstances for the acceptance of the proposal, then CIPET reserves the right to reject such a EOI document at any stage and also blacklist / debar the Service Provider from future tenders for a period of not less than 3 years.
- e) The Service Provider is not allowed to submit multiple EOI proposals or bid through a consortium.
- f) Service Provider is not allowed to sub-contract any part or whole of this proposal.
- g) EOI shall be submitted only online mode.
- h) CIPET reserves the right to accept any EOI under this tender in full or in part, or to reject any EOI or all EOIs without assigning any reason whatsoever.
- i) EOI received beyond the due date and time of submission will be rejected.
- j) No EOI document will be entertained by E-mail / FAX. The CIPET shall not be responsible for any delay about non-receipt of the EOI documents.
- k) In the event of the due date of receipt and opening of the EOI being declared as holiday for the CIPET, then due date of receipt / opening of the EOI will be the next working day at the same time.
- l) The EOI documents duly signed and stamped on each page shall be submitted by scanning the documents. Any amendment and / or addition made to the EOI documents are not permissible after opening of the EOI. Incomplete EOI will be rejected.
- (m) The EOI documents shall be submitted online, **latest by March 31, 2021 at 3.00 p.m:**



## **9. Confidentiality**

The Service Provider and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information or data relating to CIPET without the prior consent of the CIPET. CIPET reciprocally agrees to do likewise regarding any proprietary or confidential information or data relating to the Service Provider which may come into the possession or custody of CIPET in the course of the project.

## **10. Termination of Contract**

### **a. Termination for Default**

If the Service Provider fails to carry out the award / work order in terms of this tender within the stipulated period or any extension thereof, as may be allowed by CIPET Head Office, Chennai, without any valid reasons acceptable to CIPET Head Office, Chennai, then CIPET Head Office, Chennai may terminate the contract after giving one month notice, and the decision of CIPET Head Office, Chennai on the matter shall be final and binding on the Service Provider. Upon termination of the contract. CIPET Head Office, Chennai shall be at liberty to get the work done at the risk and expense of the Service Provider through any other agency, and to recover from the Service Provider compensation or damages, including forfeiture of performance guarantee.

### **b. Termination for Insolvency**

CIPET Head Office, Chennai can terminate the contract if the Service Provider becomes bankrupt and / or losses the desired state of insolvency, with a notice of 15 days. CIPET Head Office, Chennai in such cases of termination, will not be responsible for any loss or financial damage to the Service Provider resulted due to the termination. The CIPET Head Office, Chennai will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with CIPET Head Office, Chennai.

## **11. Resolution of Disputes**

Should any dispute arise between the Service Provider and the CIPET Head Office which cannot be resolved amicably through mutual negotiations, the same shall first be resolved through Arbitration, failing which in a Court of competent jurisdiction based in Chennai irrespective of the locus of the dispute.

## **12. Warranty**

The bidder should warranty that the software deployed should perform satisfactorily as per requirements mentioned in the specification during implementation and operation & maintenance period. All software modules with complete source code must be supplied with relevant documentation and licenses.

**Date:** .....

**Principal Director (Technical)**

**Place: Chennai-600032**

## Annexure I

### **MINIMUM ELIGIBILITY CRITERIA**

*(First sheet shall be on the letter head and all pages have to be authenticated at the bottom)*

1. Whether the Service Provider is a Private/Public Limited Company/  
Partnership Firm registered in India:  
YES/NO.
  - a) Mode of Proof enclosed:
  - b) Available at which page number of the Document
  
2. Whether the Service Provider **along with his OEM** is in the Software Development business in educational sector and own the Software Solution, carrying out projects similar to the requirements indicated in the Scope of Work of this document, for at least 5 years i.e. since 2015-16 or earlier.

YES/NO

  - a) Mode of Proof enclosed:
  - b) Available at which page number of the Document
  
3. Whether the Service Provider **or his OEM** has 'successfully carried out' at least 3(three) software development projects of value not less than Rs.50.00 lakhs each for Universities / Higher Educational Institutions such as IITs/NITs/IIMs or Colleges in the last 5 years (2015-16 to 2019-20).

<i>Sl. No.</i>	<i>Name &amp; brief description of the contract</i>	<i>Name, Address &amp; Contact No. of the Client</i>	<i>Contract Value</i>	<i>Contract Period</i>	<i>Mode of Proof</i>	<i>Available at which page of the document</i>

**Note:** The term 'successfully carried out' means the Service Provider should have implemented the project and maintained it for a minimum period of one year after the Go-Live of the system.

4. Annual turnover for the last 3 years i.e. 2017-18, 2018-19 and 2019-20

<i>Financial Year</i>	<i>Turnover (Rs. Crores)</i>	<i>Available at which Page of the document</i>
2017-18		
2018-19		
2019-20		
Average of 3 yrs		

5. Whether the Service Provider has been debarred or black listed by any government department/agency in the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance?  
YES/NO  
a) The Service Provider should give an undertaking for this.  
b) Available at which page number of the Document
6. Whether the Service Provider possess Capability Maturity Model Integration (CMMI) certification of at least Level-3. –  
YES / NO  
a) Mode of proof enclosed:  
b) Available at which page number of the Document.
7. Whether the Service Provider possess Information Security Management Certification of at least ISO-IEC 27001:2005 –  
YES/NO  
a) Mode of proof enclosed:  
b) Available at which page number of the Document.
8. Whether the Service Provider **or his OEM** has executed minimum 3 Annual Maintenance Contract to provide on-site service support for the Institute Management System during the last three years i.e 2015-16,2016-17 and 2017-18-  
YES/NO  
a) Mode of proof enclosed:  
b) Available at which page number of the Document.
9. Declaration: I/We certify that all the particulars furnished above are true and correct and based on documentary evidence, and that I/we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and my/our company is liable to be blacklisted/debarred by CIPET for at least 3 years.
10. a) PAN No. : .....  
b) GST no. : .....  
c) Corporate Unique ID No./Reg. No.:.....
11. EOI fees (non refundable) payment details:  
a) Amount : Rs.11,800/-  
b) Date of Payment : DD/MM/YYYY  
b) UTR : .....

Date: \_\_\_\_\_ Signature with Seal of Authorized Signatory

Place:

**Annexure II**

**Bid Security Declaration Form**

Date: \_\_\_\_\_ Tender No. \_\_\_\_\_ To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that: I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)