

NATIONAL INSTITUTE OF AYURVEDA

Deemed to be University



Expression of Interest (EoI) for Design, Development, Configuration, Implementation & Maintenance of Cloud Based Enterprise Resource Planning System

NATIONAL INSTITUTE OF AYURVEDA
Jorawar Singh Gate, Amer Road JAIPUR - 302002

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Expression of Interest (EoI)

S. No.	Items	Details
1.	EoI Notice No.	NIA/IT/EoI/2023/01
2.	Name of work	Expression of Interest for “Design, Development, Configuration, Implementation & Maintenance of Cloud based Enterprise Resource Planning ERP System” for National Institute of Ayurveda Jorawar Singh Gate, Amer Road Jaipur.
3.	Date of publication of EoI	20-01-2023
4.	Start of submission of EoI	20-01-2023
5.	Last date and time for Receipt of EoI	10-02-2023 by 05:00 PM
6.	Date and Time of Presentation by the Vendor Submitted EoI	Shall be intimated on the University Website.
7.	Validity period of Proposal	12 Months from the opening of EoI.
8.	Venue of Presentation	NATIONAL INSTITUTE OF AYURVEDA Jorawar Singh Gate, Amer Road JAIPUR – 302002 , Conference Room, Ground Floor
9.	Contact Person	Dr. Sudipt Rath sudipt@nia.edu.in it@nia.edu.in

Introduction

National Institute of Ayurveda, Deemed to be University (De novo) is an apex autonomous Institute under the aegis of Ministry of AYUSH, Government of India. NIA was conferred the Deemed to be University status under De novo category and was dedicated to the Nation by the Honorable Prime Minister of India, Shri Narendra Modi on 13th November 2020 (3rd Ayurveda Day). NIA is the first Central Government funded Institute to be declared as Deemed to be University in the field of Ayush. This feather in cap achievement came as a recognition of NIA having 175 years of legacy and for promoting the growth and development of Ayurveda as a model Institute with high standards of Teaching, Training, Research, and Patient Care with a scientific outlook to the knowledge of Ayurvedic System of Healthcare.

National Institute of Ayurveda , invites Expression of Interest (EoI) for “**Design, Development, Configuration, Implementation & Maintenance of Cloud based Enterprise Resource Planning (ERP) System**” from leading, reputed, professionally & financially sound Central / State Government Organizations , PSU’s, Pvt. Ltd. Companies which have experience in relevant and similar domain for Design, Development, Configuration, execution, Implementation and Maintenance of Cloud based Enterprise Resource Planning (ERP) System.

Procedure for submission of EoI: Vendors proposing to submit EoI, may visit University website www.nia.nic.in: for downloading full document detailing the guidelines for EoI including details of Scope of work and the desired prerequisites. Any amendment/ updates made in the EoI or its Terms & Conditions will be uploaded on official website of the University. The EoI must be submitted in the prescribed format along with all supporting documents in compliance with the requirements of EoI. Bidders can download the EoI documents from the university website and the EoI (complete in all respect) must be submitted on or before 05:00 PM dated 10-02-2023 in a sealed envelope duly super scribed as Expression of Interest for “Design, Development, Configuration, Implementation & Maintenance of Cloud based Enterprise Resource Planning (ERP) System” to the National Institute of Ayurveda either in-person or by registered post or speed post addressed to the Registrar, National Institute of Ayurveda, Jorawar Singh Gate, Amer Road JAIPUR – 302002. The University reserves the right to accept or reject any or all the EoI’s at any stage of the process or any of the terms of this document (partially or completely) without assigning any reason, no correspondence in this regard shall be entertained.

The firms/ organizations will be short listed based on the evaluation of their presentations by the Committee, constituted by the competent authority of the university. The date of presentation and other information’s shall be intimated through the University website. Request for Proposal (RFP) for submission of Technical & Financial Bid shall only be issued to those firms/organizations who shall be declared qualified and shortlisted only after presentation and its subsequent evaluation of their EoI.

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1. ABOUT THE NIA:

National Institute of Ayurveda, Deemed to be University (De novo) is an apex autonomous Institute under the aegis of Ministry of AYUSH, Government of India.

NIA was conferred the Deemed to be University status under De novo category and was dedicated to the Nation by the Honorable Prime Minister of India, Shri Narendra Modi on 13th November 2020 (3rd Ayurveda Day). NIA is the first Central Government funded Institute to be declared as Deemed to be University in the field of Ayush. This feather in cap achievement came as a recognition of NIA having 175 years of legacy and for promoting the growth and development of Ayurveda as a model Institute with highest standards of Teaching, Training, Research, and Patient Care with a scientific outlook to the knowledge of Ayurvedic System of Healthcare.

NIA currently offers Academic Programmes in all levels – Undergraduate (BAMS), Post Graduate (MD/MS in Ayurveda), Post Doctoral (PhD in Ayurveda), and Diploma (DAN&P). Besides, NIA is the only institute in Ayurveda segment to offer 6 Interdisciplinary M.Sc. courses. NIA also runs many certificate and short term courses related to Ayurveda. NIA has a 260 bedded NABH accredited Hospital to offer best quality OPD and IPD services to the public. The hospital is equipped with state of art Panchakarma Centre, modern OTs, Ventilator supported Emergency Care Beds, GMP Certified Pharmacy and Patholab.

NIA conduct quality multi disciplinary researches in the field of Ayurveda involving in-vitro, in-vivo, clinical, laboratory based and literary studies. The Institute has quality infrastructure to support these researches like Animal house, Pharmacognosy Lab, Phytochemistry Lab, Drug Testing Laboratory, Advanced Simulation Lab, etc.

At present the Institute has about 450 employees and 1500 students that include about 100 full time faculty members, 350 non-academic staff and about 1500 BAMS/MD/MS/PhD and M.Sc. students.

The Vision and Mission of the University

- **Student-Centric Education:** by providing equal opportunities to all who have the potential to succeed. Ensuring innovative academic programming and an exceptional level of engagement between students, industry staff and faculty so that all students acquire skills essential for purposeful and productive living
- **Knowledge Application:** by applying all learning into practice and practicing to perfection with passion, purpose and commitment to the pursuit and development of skills, knowledge and sense of citizenship.
- **Integrity and Ethical Behavior in All Actions:** by consistently making a personal choice to be ethical, honest and with moral correctness without being supervised.
- **Leading through Innovation and inclusivity:** by improving the world around us through disruptive thinking and innovative solutions; embracing and acting with responsibility to assure diversity and equity where all individuals are valued and respected.
- **New Age Technology:** by adopting and accepting the latest technological advancements which ensure highly evolved students, who are well-equipped with the future-oriented industrial know-how.
- **Giving Back to the Society:** by undertaking social and environmental responsibility conscientiously and imbibing sustainable practices to benefit and enhance the well-being of the society. At present the University is running following programmes i.e.

- **Nursing Programme**
- **Under-Graduate Programme:- BAMS**
- **Post-Graduate Programme:- MD/MS and M.Sc.**
- **Ph.D Programme**
- **Short Term Certificate Programmes**

2. BROAD SCOPE OF THE WORK:

1. Hospital Management
2. Counseling Management
3. Student Management System
4. Student Attendance Management
5. Exam Management
6. Administrative Management
7. Finance, Accounting And Auditing Management System
8. Stores & Inventory Management
9. Estate Management
10. Human Resources (Hr) & Payroll Management (As Per Central Govt.)
11. Accreditation Data Management (NAAC, IQAC Etc) (Quality Control)
12. Help Desk Ticketing For All Departments
13. Library Management Systems
14. Alumni Management
15. Thesis Management
16. Hostel Management
17. Guest House Management
18. Website mobile app development & Management
19. Any other function of the University not covered above

Tentative scope of work is attached at **Annexure-D**

3. GUIDING PRINCIPLES

National Institute of Ayurveda intends to implement an ERP project to automate and streamline its core Administrative, Academic, HR, Financial, Examination and other processes to improve administrative efficiencies and provide improved services to its stakeholders. For this purpose, it requires the services of a competent IT Company/Firm which can understand the university's requirements of ERP and provide complete ERP development with implementation. The broad scope of work for the bidder of the project is broadly classified and segregated as under:

- Design, Development, Deployment (Cloud hosting for five years) and maintenance of ERP system.
- The proposed solution must be based on Micro Services Architecture (MSA) principles and must adhere to a SOA based integration model across various applications of the IT portfolio.
- The proposed solution should be an Integrated, Scalable, Modular User-friendly and highly available.
- The proposed solution should have load balancing and distributed deployment capabilities.
- The proposed solution must implement role-based access for authentication and authorization to various modules and applications.
- The proposed solution must implement latest open source technology and support future technologies like Internet of things (IOT), Artificial Intelligence (AI).
- The proposed solution must implement dashboards and KPIs which help in quick decision making.
- The proposed solution must implement Business Intelligence and Reporting Tools (BIRT) reports for taking export as MS Excel, Word and PDF formats.
- The proposed solution must implement a multi-level security across various tiers and software layers of the IT platform.
- Best practices from the industry must be implemented across the tiers and layers of the proposed solution and across various phases of the software development life cycle.
- Operation and Maintenance of the Application Software and Cloud Infrastructure provided for the same
- Training of NIA Employees
- Customization and Enhancement of the functionality in the modules as per NIA requirements during the contract period.

Software support and maintenance for a period of five years' post go-live of the software platform is mandatory and part of the scope of work of the proposed program. The selected bidder must ensure that the technology / platform of the proposed software (application and system included) be of the latest version as published by the OEM (where applicable) and made available at no extra cost to the University.

3.1 Software Licensing

The vendors will provide the require various software licenses (OEM or otherwise) to the university for use in the university and not be restricted to the number of users, devices or membership. The University would prefer a CPU/core based licensing that it could use to scale further while not being constrained with the number of users or devices.

3.2 Setup and Commissioning

Installation, Setup and Commissioning of the system to host the software servers along with the portfolio applications will be part of the scope of work. Ensure that all non- functional requirements are catered to and will be part of the design and the proposed solution. The server infrastructure and connectivity requirements along with the data center details will be provided by NIA to the selected bidder for configuration.

3.3 Documentation

Providing all design, documents, user and operational manual.

4. Rules and Laws

4.1 Confidentiality

- Confidential Information means all information that is deemed or treated as confidential or proprietary by each Party which the recipient of the information knows or ought to reasonably know to be confidential or proprietary including any information related to the Trainees. The Confidential Information of each Party shall be provided to the other Party to the extent necessary for the performance of this Agreement. Each Party recognizes and acknowledges the competitive value and confidential nature of the Confidential Information and the damage that could result to the other Party if the information contained therein is disclosed to any third party. Accordingly, each Party hereby agrees that it shall use the Confidential Information and all other data solely for the purposes of this Agreement and that it shall not, at any time during or any time after the completion, expiry or termination of this Agreement disclose the same to any third party, without the other Party's prior written consent. Additionally, each Party shall protect the other Party's Confidential Information with reasonable effort using the same standard of care that applies to its own Confidential Information of similar nature.
- Confidential information shall not include, and the obligations provided hereunder shall not apply to information which is required to be disclosed by any law or order of a court of competent jurisdiction, government department, agency or supervisory or regulatory authority to whose rules the other Party is subject, provided that prior to such disclosure the other Party shall consult the disclosing Party as to the proposed form, nature and purpose of the disclosure, to the extent feasible or, prior to disclosure by a Party, was (i) already publicly available; (ii) received by the other Party from a third party without restriction; or (iii) independently developed by the Party; and after disclosure by a Party, (a) becomes publicly available through no wrongful act of the other Party; (b) is disclosed without restriction to the other Party by a third party who is not in breach of an obligation of confidence owed to the Party;

5. Eligibility Criteria/Prequalification

The bidder must possess the requisite experience, strength and capabilities for providing the services necessary to meet the requirements, as described in the EoI document. The bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the IT applications, systems and support services sought by NIA. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the EoI document. The invitation to bid will be open to all bidders who will qualify the eligibility criteria as given below. Eligibility criteria are mandatory and any deviation in the same will attract the disqualification of bid.

S.No.	Criteria	Document to be provided
i.	Central/ State Government Organizations or Central/ State PSU's/ Private sector organizations	Certificate/Act of Incorporation.
ii.	(a) The EoI submitting firms/Organizations must have successfully implemented at least three similar Educational ERP/UniversityManagement System in the University/Govt. institute of repute within the last 5 Years & certification having at least 1500 student's registration during ERP implementation year. (b) Minimum Six years of experience in execution of projects within last 5 years	Documentary proof from earlier university/institute where the project was successfully completed. List of successfully completed projects indicating cost, customer name & address. The documentary proof should be applicable to the responder firm only and not for its sister-concern or subsidiary or parent company.
iii.	The EoI submitting firms/Organizations having minimum ISO/IEC-27001 certification.	Valid Copy of Certificate issued by the appropriate authority.
iv.	In case of a consortium, the EoI submitting firms/Organizations and each of its members must have positive net worth and an annual turnover of more than INR 10 Crore or above.	Certificate from Practicing Chartered Accountant for the Net worth and the Copy of last financial years audited balance sheet of the company submitting the EoI.
v.	The EoI submitting firms/Organizations must not be under a declaration of Ineligibility or black listed with any of the Government/ Public sector organizations, unit or Agencies.	Self-Declaration from Authorized Signatory of the EoI submitting firms/Organizations.
vi.	EoI submitting firms/Organizations must be able to provide total desired integration & solutions.	Self-certification.

6. EoI Submission

Bidders can download the EoI documents from the university website and the EoI (complete in all respect) must be submitted on or before 05:00 PM dated 10-02-2023 in a sealed envelope duly super scribed as Expression of Interest for “Design, Development, Configuration, Implementation & Maintenance of Cloud based Enterprise Resource Planning (ERP) System” to the National Institute of Ayurveda either in-person or by registered post or speed post addressed to the Registrar, National Institute of Ayurveda, Jorawar Singh Gate, Amer Road, JAIPUR. EoI submitted the stipulated date and time will be rejected and not entertained for further action.

7. EoI Evaluation Process

All responses including the proposed solution(s) received by the university as EoI submitted by various firms/organizations shall be evaluated by an Evaluation Committee duly constituted by the competent authority of the university, on the basis of eligibility and evaluation criteria. The respondents will give detailed presentation of the solution before the Committee as per the schedule published by the university on its website.

Annexure “A”

Checklist before submission

Please check whether you have accomplished the following before submission:

S. No.	Check Item	Response	If yes, mention page no.
1	Have you duly filled up the EoI Response form as per guidelines given in this document?	Yes/No	
2	Have you attached all the necessary documents as proof for various certificated necessary to be attached with the response form?	Yes/No	
3	Have you attached the necessary undertakings / declarations required to be attached with this response form?	Yes/No	
4	Have you attached the documental proof pertaining to experience?	Yes/No	
5	Have you attached the documental proof pertaining to 6 years of company’s incorporation/ establishment/registration?	Yes/No	
6	Have you attached the certificate of Net Worth issued by practicing chartered accountant? audited balance sheets for last	Yes/No	
7	Have you attached the audited balance sheet signed by the practicing chartered Accountant for the last three years	Yes/No	

EoI response form

(To be submitted with EoI response)

Note: 1 Wherever necessary, the details filled in this form, must be accompanied by relevant documentary proof/certificate for the verification, authenticity and correctness of the information submitted.

2. Neatly type’s response forms will be entertained.

S. No.	Description	Details (To be filled in by the responder to the EoI)
i.	Name of the Company	
ii.	Official address of Firm/Organization	
	Mobile No.	
	Phone No. and Fax No.	

	Email Id	
iv.	Corporate Headquarters Address	
	Mobile No.	
	Phone No. and Fax No.	
	Email Id	
vi.	Name of the contact person	
	E-mail of the contact person	
	Mobile No.	
	Phone No. and Fax No.	
vii.	Web Site Address of the firm/Organization	
viii.	Details of Company's Registration (Please enclose attested copies)	
ix.	Name of Registration Authority	
x.	Registration Number and Year of Registration	
xi.	Company registered for the Product / Service with validity period	
xii.	GST registration No.	
xiii.	Service Tax Registration No.	
xiv.	Permanent Account Number (PAN) of the company	
xv.	Whether the company complies with the legal Requirement under the Contract Labour (Regulation and Abolition) Act and	
xvi.	Name of Banker(s) along with address of the Branch (as appearing in MICR Cheque) & Account	
xvii.	Name of the Authorized Signatory, who is authorized to respond to the EoI	
xviii.	List of documents attached with their Page Number	

Annexure “B”

DESCRIPTION

The following notes offer guidance to proposing responder in the form of a model outline for their response document. All the headings indicated below must be addressed in the sequence shown, providing as much relevant detail as possible. (Conformance to this outline will assist the subsequent evaluation and selection activities, and any variations should be documented).

Additional headings and information may be provided by the proposing responder where they are required to include additional details or explanations.

Description of the proposing responder:

- i.** Specifically include legal status, ownership, and the name of the person within the company who is responsible for this project.
- ii.** The proposing responder’s general understanding of the project requirements and the proposed total solution.
- iii.** The main features of the proposed solution and any areas of financial, operational, development risks that are perceived.
- iv.** Upgrade and technology refresh strategy for the proposed software platform.
- v.** Describe the strategy suggested for future upgrade of the supplied equipment and / or products and any impact this strategy may have on operation etc.
- vi.** Scope of work compliance as per the document

Annexure “C”

UNDERTAKING

(To be submitted by the responder on the responder’s letter head)

I/We hereby undertake that I/We have studied and understood the Expression of Interest document completely.

I/We hereby undertake that I/We understand that the Section Scope of Work and Requirement of this Eol is indicative only and not exhaustive in any manner and that the final scope of work and technical specification will be decided by NIA at their discretion.

I/We hereby undertake that I/We understand that the NIA reserves the right to finalize the scope of work and requirements at its discretion, which may be based on my/or proposed solution and/or any other responder’s proposed solution and/or as decided by the NIA. I/We hereby declare that I/We shall not be having any claim and/or right for the said usage. I/We hereby undertake to provide the requisite OEM authorization as and when required and/or asked for by NIA, as per the solution and/or requirements, as decided by NIA at their discretion.

I/We hereby undertake that I/We hereby undertake that I/We understand that the NIA reserves the right to float a separate tender for the scope of work and requirements as mentioned above of this Eol irrespective of the outcome of this Eol. I/We understand that in such a case I/We shall bid separately for that tender and in no case our response to this Eol shall be deemed as a bid for the said tender.

I/We hereby undertake that the NIA reserves the right to short list responder(s) for further tendering of this Eol and in case of my/our response being rejected I/We shall have no claim of any short in the further tendering process. Further NIA shall be at liberty to allow any company to respond in the tender process at the stage for “Request for Proposal” irrespective of the fact that the company allowed has participated in the Eol or not and I/We shall have no claim of any sort on such process.

I/We hereby undertake that we shall comply with the scope of work and requirements and there are no deviations of any manner in this regard from my/our side.

I/We hereby undertake that in case my/our response to this Eol is short listed I/We agree to bid for the further tender as and when asked for by NIA based on the terms and conditions and technical specifications and scope of work as finalized and decided by the NIA at their discretion.

I/We undertake to be the single point of contact for NIA and shall be solely responsible for all warranties, upgrades, and guarantees etc. offered by the OEM, and system integration and facilities management and for the entire scope of work and requirements as per the service levels defined in the subsequent tender document.

I/ We here by affirm that our response is valid for a period of 90 days from the date of Eol submission.

Authorized Signatory

Annexure "D"

Tentative Scope of Work

The broad scope of ERP to be design and develop will be as per these functional requirements prepared in terms of various modules required at NIA. Integrated system is required by the University for single point control and management. List of modules are as under

1. Hospital Management
2. Counseling Management
3. Student Management System
4. Student Attendance Management
5. Exam Management
6. Administrative Management
7. Finance, Accounting And Auditing Management System
8. Stores & Inventory Management
9. Estate Management
10. Human Resources (Hr) & Payroll Management (As Per Central Govt.)
11. Accreditation Data Management (NAAC, IQAC Etc) (Quality Control)
12. Help Desk Ticketing For All Departments
13. Library Management Systems
14. Alumni Management
15. Thesis Management
16. Hostel Management
17. Guest House Management
18. Website mobile app development & Management
19. Any other function of the University not covered above

M1. Hospital Management

This module may consist of following activity:

OPD:- Online and Offline Patient registration, Recording patient details, Issuing numbers according to doctor channeled, Updating the record with medical prescription, Pharmacy Management, Date wise and Item Wise medicine reports, Lab reports

IPD:- Patient registration, Lab reports, Pharmacy Management,

M2. Counseling Management

This module may consist of following activity:

MD/MS Counseling :- 1st, 2nd , 3rd, Mop-up rounds of counseling, Counseling form., Online fee payment, Rank and subject wise result, Fee reports

PhD. Counseling:- Counseling form, Online fee payment, Admit card generation., Rank and subject wise result, Fee reports

M3. Student Management System

This module may consist of following activity:

Pre Admission Process:- Applicants Portal: - To know about the institute, Program fee structure, closing date of the form, etc. Admission form For All Courses, Rectification and Approval of forms by admin, online fee payment after Approval

Post Admission Process:- Students receive SMS and email alerts of fees transactions., Enrolment No. Generation ID card issue form, online fee payment of ID Cards

CRM (Student Mobilization), Student Login Module, Admission Module, Academic Management, Learning Management System, Parent login, Short Term Programs/Courses,etc.

M4. Student Attendance Management

Academic calendar, Course (subject) allotment, Time table entry, Creation of practical batches, Day-to-Day attendance entry by the faculty, Attendance reports for faculty, students & parents, Analysis of faculty teaching, Attendance details on parents portal

M5. University Examination

This module may consist of following activity:

Defines & Creates Examination System, Examination Calendar, Examination Registration, Admit Card Generation, Question Paper Creation, Examination Conduct, Paperless Evaluation, Evaluation, Result declaration, Transcript/ DMC/ Degree Generation, Online AI Based Proctored Exam Module, Credit Bank, etc.

M6. Administrative Management

User Access Roles and Rights, Document Management , RTI Management, Visitors Management, e-Calendar and Notice Board, Grievances, Mobile Applications, Court-Case Management, etc.

M7. Finance, Accounting and Auditing Management System

This module may consist of following activity,

Budget Management, Finance and Account Management, Purchase Management, On-line payment gateway Integration for all financial transactions, etc.

M8. Stores & Inventory Management

Asset Management, Item Inwards detail, Item issue detail, Stock Report Generation, Current Status of Items, Automated item requirement generation

M9. Estate Management

This module may consist of following activity,

Mess and Canteen Management, Residence, Guest House and Transit Accommodation Management, Auditorium Management, Project Management, Equipment Maintenance, Complaint Management, etc.

M9. Human Resources (Hr) & Payroll Management

Permanent and Contractual Staff Recruitment, Leave Management, Service Books and Record Management, Salary Calculation, Maintenance of Faculty Profile Leave Calculation, Increment Cycle Information, MIS Report Generation, Integration with HRMS, Automated Salary Credit

M11. Internal Quality Assurance Cell (IQAC)

The system must have the capability to fetch the data according to the various documents required

for IQAC. This module may consist of following activity:

360 Degree Feedback, Capacity Building, Research & PhD, Entrepreneurship, Publications, Internal Review, Consultancy, Marketing, Quality and Assurance, Compliance Management (as per AICTE, UGC, NBA etc.), etc.

M12. Help Desk Ticketing For All Departments

Helpdesk Registration, Query Assigning to respective person, Current status of query etc.

M13. Library Management Systems

M14. Alumni Management

M15. Thesis Management

M16. Hostel Management

M17. Guest House Management

M18. Website, mobile app development & Management

This module should provide the access the ERP with mobile application and website portal with access to following modules:

University Website Development, University Feeder School Website Development, and mobile app development for the followings:

Student Management System, Examination and Skill Assessment, Library Management System, Internal Quality Assurance Cell (IQAC) module, Students Activity module, Employee records (e.g. Leave status, Salary details etc.), etc.

Note: Complete details of information which is to be accessible on Mobile Application will be finalized during requirement gathering with the concerned departments.

M19. Any other function of the University not covered above