

## **Notice Inviting Tender**



### **Management Development Institute -Gurgaon**

**Tender Ref. No.:** MDI/CC/2022-23/ERP-Upg-Spt/06

**Date:** August 13, 2022

Sub: Invitation of sealed quotations for (A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B) Annual support for PeopleSoft ERP (HRMS and FSCM).

***Tender Schedule: -***

Bid System	Two Bid System Financial Bid to be submitted in separate sealed envelope. Rest of the documents along with EMD to be submitted in separate sealed envelope as Technical Bid
Last Date of Bid Submission	September 05, 2022 3:30 PM
Online Pre-bid meeting	August 17, 2022 3:30 PM Register for the Online Pre-Bid meeting by expressing intent to join online meeting by sending email to <a href="mailto:ittender@mdi.ac.in">ittender@mdi.ac.in</a> latest by July 18, 2022 3:00 PM. Online Meet link will be shared with all those who register.
For any correction after Pre-bid meeting, the Addendum will be communicated on or after	On or after August 17, 2022
Bid should be addressed to	Senior Systems Analyst Computer Centre Management Development Institute Mehrauli Road, Sukhrali Gurgaon - 122 007, Haryana (INDIA)
EMD	EMD of Rs. 2,00,000/- (Two Lakh) through Demand Draft from any scheduled bank in favor of Management Development Institute payable at Gurugram, Haryana.

The Complete Tender details and any updates on the Tender will be available on the MDI Website at the link: <https://mdi.ac.in/infrastructure/tenders.html>

**For any clarifications, write to Email- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in)**

The notice inviting bid along with instructions to bidders, Scope of Work, eligibility criteria, system of award of contract, etc. form part of the bid document containing 23 pages in all.

Sd/- For MDI-Gurgaon  
(Senior Systems Analyst)

**(PART-I)**

**General Information: -**

***Sealed Quotations are invited for (A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B) Annual support for PeopleSoft ERP (HRMS and FSCM) as per the following terms and conditions:***

1. The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the bid process.
2. All documentation is required to be in English. Corrections/overwriting, if unavoidable, should be signed separately. Tender papers must be signed on all the pages by the tenderer.
3. The Institute reserves the right to accept or reject any bid or to select the item or to reject the bidding process or any bid wholly or partly without assigning any reason.
4. Incomplete bids or receiving the bid after closing date and time are liable to be ignored and rejected.
5. The Institute will not be responsible for non-receipt of tender quotations within the specified date and time due to any reason including postal delay or holidays.
6. Please ensure that Tender document must be signed and stamped on all pages as a token of acceptance of all the terms and conditions.
7. No quotations would be accepted by E-mail and only hard copies will be accepted.
8. The tender documents are non-transferable and should be submitted in the exclusive name of the party to whom we will actually provide the Purchase order.
9. Sub-contract is not allowed.
10. The bid should be submitted on company letter head and should be submitted duly signed by the authorized person.
11. Tender once submitted shall not be returned to the tenderer in future.
12. The Institute reserves the right not to disclose names and rates of successful tenderers.
13. The financial bid shall be valid for at least 120 Days. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
14. For any other query relating to the tender, the bidders may write to- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in) .
15. MDI may, at its discretion, extend the date for submission and/or opening of the bid.
16. Bid received after the closing date/time will not be considered. The bid shall be submitted in a sealed envelope duly marked as “(A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B) Annual support for PeopleSoft ERP (HRMS and FSCM).”.
17. Only those vendors should quote who can satisfy the scope of work and other requirements of MDI as stated in Annexure-2.
18. Tenderers should note that the work is to be executed under the existing site conditions while quoting their rates, terms and conditions. The tenderers may visit the site to get fully acquainted with the site conditions. No compensation/claims in regard to site conditions /constraints /rules and regulations etc shall be entertained.
19. **Liquidated Damages: -**  
In the event of failure to comply with the stipulated time schedule for completion of the

project due to fault of vendor, MDI-Gurgaon will have the right to recover from the contractor towards Liquidated Damages for delay, to the extent of 0.5% of the cost of unfinished portion of work per week or part thereof subject to a maximum of 5% of the total contract value.

#### **20. Termination of contract-**

- If the supplier fails to deliver any or all of the goods or complete the installation within the period specified in the purchase order, MDI Gurgaon shall without prejudice to its other remedies, deduct as liquidated damage 0.5% of the price of the delayed goods for every week or part thereof subject to a maximum of 5% of the order value. The amount towards Liquidated Damage would be recovered while making the quarterly payments.
- In case of continued non-performance and inability to meet product requirements, MDI Gurgaon shall reserve the right to terminate the contract after giving 15 days' notice in writing.
- After the contract comes null and void the amount deemed payable to the vendor (if any) will sine die without any further payment. No further claim from the vendor will be entertained.
- After the contract comes to an end the vendor will withdraw their service/equipment from MDI-G premise within a month.
- Decision of competent authority of MDI regarding determining the performance will be final.

#### **21. Format of Price Schedule and related terms:**

- a. ***Price must be quoted in Indian Rupees.*** Prices should be quoted as per the enclosed format both in figures and words. ***The rates offered should be inclusive of all proposed work and comprehensive in nature.***
- b. The charges quoted shall be kept firm throughout the pendency of contract of this work and no price escalation shall be entertained.

#### **22. Payment Terms:**

- a. One Time Upgradation charges shall be paid after successful completion of upgradation with all instances in working condition and submission of requisite reports
- b. Support Service shall be paid on post-quarterly basis on satisfactory completion of service and receipt of the invoice and submission of quarterly reports.
- c. Advance payment will not be made under any circumstances.
- d. EMD would be released without interest at the end of completion of project / one year period of ERP Support.

#### **23. Place of Maintenance:**

Place of support service shall be Management Development Institute Mehrauli Road, Sukhrali, Gurugram - 122007, INDIA. No additional freight or any other charges would be payable towards transportation etc.

#### **24. Bid Rejection Criteria:**

- a. Bids without EMD would be rejected.

- b. Non-Submission of MAF from all the OEMs of the hardware/appliances/software installed in MDI Gurgaon campus.
  - c. Bids without Profile and declaration on company's letterhead would be rejected.
  - d. Bidder not having turnover of Rs. 10 Crore during each year in last three financial years. The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years. Bidders required to submit CA Certificate or any other relevant certificate indicating the turnover for the last 3 consecutive Financial Years (FY 2017-18, 2018-19, 2019-20)
  - e. Declaration On Non-Judicial Stamp Paper of Rs. 10/- as per format given in Annexure-1.
  - f. Not submitting copy of GST & PAN registration certificate.
  - g. If financial bid is submitted along with technical bid and not submitted separately in sealed envelope.
  - h. The bidder should have an office/response centre in Delhi NCR.
  - i. The bidder should have adequate facilities, manpower and staff for completing the upgradation project and undertaking ERP Support. The bidder will provide authorization certificate from M/s Oracle for being current implementation partner for ERP.
  - j. Not having minimum qualification criteria mentioned in clause-30.
25. **Termination:** If the service quality fails to meet the need or necessary service quality degrades over time, MDI Gurgaon reserves the right to terminate the contractor with one month notice without assigning any reasons and contractor will withdraw their service from MDI Gurgaon premises within a month. The contractor will return the documentation of original configuration of the system and subsequent modification made to the system.
26. **Any dispute/ difference arising out or relating to this Tender:**
- Matters regarding any dispute shall be referred for arbitration to any officer appointed by the Director of Management Development Institute Gurgaon, whose decision shall be binding and final. Even after arbitration if any questions, disputes and/or differences arises under and out of, or in connection with the contract, if concluded, shall be referred to the High Court of Haryana or any other court in the district of Gurugram (Haryana).
27. This tender document is not an offer and is issued with no commitment. MDI reserves the right to withdraw this notice inviting tender and or vary any part thereof at any stage. MDI further reserves the right to disqualify any bidder, should it be so necessary at any stage. Institute reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof and shall not be bound to accept the lowest tender. Institute reserves the right for distributing the work among several vendors.
28. Responses to Pre-Submission queries & issue of Addendum-
- a. After publication of NIT in tender page of MDI website, MDI will begin accepting written questions from the applicants for pre-bid meeting. MDI will endeavor to provide timely response to all queries. However, MDI makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does MDI undertake to answer all the queries that have been posed by the applicants. For any clarifications, write to Email- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in) . No queries will be entertained after the pre-bid meeting.

- b. At any time prior to the last date for receipt of tender, MDI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the NIT document by an addendum.

The addendum (if any) shall be posted online at <https://mdi.ac.in/infrastructure/tenders.html>.

- c. Any such addendum shall be deemed to be incorporated into this NIT.
- d. In order to provide prospective applicants reasonable time for taking the addendum into account, MDI may, at its discretion, extend the last date for the receipt of bids which shall again be notified online through MDI portal [www.mdi.ac.in](http://www.mdi.ac.in)

29. Laws of the Republic of India are applicable to this tender.

### 30. System of award of contract:

The vendor who satisfies the qualification criteria and offering lowest rate (As per Financial bid format provided in Format-6) would be selected.

In exceptional situation, the committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

### 31. Qualification Criteria:

Following will be the minimum pre-qualification criteria. Each eligible bidder should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

<b>S. No.</b>	<b>Pre-qualification Criteria</b>	<b>Supporting Compliance document</b>
1.	The applicant shall be a firm/ company registered under the Indian Companies Act, 2013 and who have their registered offices in India and (office in National Capital Region of Delhi will be preferred)	Copy of Certificate of incorporation or any other relevant documents, brief company profile with copy of GST & PAN.
2.	The firm should be in the business of providing similar upgradation of support and upgradation services of ERP for at least 07 (Seven) years as on 31.03.2022.	Certificate by Company Secretary of the Bidder's Organization or any other relevant documents.
3.	The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (FY 2017-18, 2018-19 and 2019-20)	Attach certificate from CA or any other relevant certificate.

4.	The Bidder should have an annual turnover of Rupees 10 Crore in each of the last 3 consecutive Financial Years (FY 2017-18, 2018-19 and 2019-20).	CA certified document with name of CA registration number, signature and stamp or any other relevant certificate.
5.	The bidder should have experience of completing at least two similar projects of Upgradation in Cloud & two similar ERP support services for Oracle PeopleSoft ERP with any University/ Institute. Such Contracts should be in Central Govt. University/ State Govt. University/ IITs / IIMs/Reputed Educational Institute in India within last 3 years.	Copy of Work Order / Contract along with Completion Certificate.
6.	Names & addresses of prestigious clients (at least three) along with their contact details (telephone number/E-mail) of the contact persons of the clients of recent past if available.	1. 2. 3.
7.	The firm should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies/ IITs & IIMs/Reputed Educational Institutes in India.	Affidavit on Non Judicial Stamp Paper as per format in Annexure-1 to be submitted
8.	Bidder should be current certified implementation partner of Oracle	Documentary evidence from Oracle
9.	The firm/company should be ISO 9001 certified (Maintenance & System Integration). A copy of the certificate must be attached with the bid.	Please attach certificate
10.	The bidding agency shall ensure a single point of contact with the MDI and shall be solely responsible for the execution and delivery of the work	Yes/No
11.	The bidder should participate as a single entity; no consortium or group companies will be allowed.	Yes/No
12.	The Bidder should be registered with appropriate tax authorities such as Income tax, GST etc., and should submit valid certificates of registration with these authorities	Yes/No
13.	The firm should not have any previous known hacking incidents and should not have any pending case with cybercrime (Attach Undertaking)	Yes/No
14.	The bidder should have all relevant facilities and logistics available to execute the work. Appropriate technology, hardware and software, dedicated connectivity, trained remote monitoring & Support, adequate security measures with due diligence should be available.	Yes/No

15.	The agency should have an in-house team to undertake all works as specified in the Scope of Work in Annexure-2.	Yes/No
16.	Bidder should have at least 6 (six) Oracle Certified development engineers	Yes/No, Self-declaration with list & profile of engineers
17.	Bidder must have at least one certified Oracle DBA with cloud management experience of 5 years	Yes/No, Self-declaration with profile of the DBS
18.	Bidder must have at least one certified Linux engineer	Yes/No, Self-declaration with profile of engineer
19.	Bidder must have some expertise on Disaster Recovery and its Management	Documentary evidence of Project Executed
20.	Acceptance of Scope of Work as given in the Annexure-2 of the Tender	Self-declaration and acceptance on Letter Head
21.	Tender Document (including Addendums, of any) duly signed and stamped on each page	Tender Document (including Addendums, of any)

### 32. Instructions to Bidders-

- a. The bid is to be submitted in the manner prescribed below: -
- Applicant's Expression of Interest as per Format-1.
  - Contact Details as per Format-2.
  - Experience of the organization as per Format-3.
  - Financial strength of the company as per Format-4.
  - Current Implementation Partner Certification from Oracle.
  - Company Profile.
  - The BID document signed & stamped in each page.
  - The filled up financial bid as provided in Format-6 duly signed and stamped.

The bidders are expected to examine all instructions, forms, terms & conditions, other details in the tender document carefully. Failure to furnish complete information as asked in the tender document or submission of a proposal not substantially responsive to the tender documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

### 33. Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Institute shall not be liable for delay

in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

34. The bidder must examine the specifications; conditions etc., inspect the site of work and acquaint himself with all conditions and matters pertaining there to. The site can be inspected on all working days from Monday to Friday between 10:30 A.M. to 4:30 P.M. Please call 0124-4560281 / 0124-4560510 to fix an appointment prior to visiting the campus for inspection.

**35. Evaluation Procedure and Selection**

- Bidders will be technically qualified based on Information/documents provided by the Bidder and meeting the scope given in the Tender and Technical presentation done by the Bidder.
- Financial bids of only technically qualified bidders (those bidders who score more than 60 marks in technical evaluation) will be opened.
- MDI decision will be final for the evaluation of Technical Bids and is binding on all bidders.

**Procedure for Evaluation of Responsive Technical Bids and awarding Technical Score:**

- Bidders will be technically qualified based on Information/documents provided and Technical presentation done by the Bidder.
- Only those Technical Bids that are found compliant/suitable after technical evaluation done by MDI will move to next stage of Financial Bid Opening.

**36. Parameters for Technical Evaluation:**

S.No.	Description	
1.	Profile of Company & number of years in Business Max Score: 10	5 marks for each year in operation for every year beyond minimum requirement of 7 years of operation in similar lines
2.	No. of running ERP Support Services with any University/ Institute. Max Score: 30	10 marks for each ERP Support contract with any University/ Institute (having named users > 150)
3.	No. of Oracle Peoplesoft Upgradation Projects in OCI Max Score: 30	10 Marks for each upgradation work carried out for any University/ Institute in OCI (having named users > 150)
4.	Presentation Total Score: 30	
	Total Technical Score : 100	
Points in S.No. 1, 2 and 3 would be given only on the basis of documents submitted as part of technical bids. The Purchase Order and Completion certificate must be attached to score Points in these categories.		

- Minimum Technical Score required for opening of Financial Bid: **60 Points.**
- MDI decision will be final for the evaluation of Technical Bids and binding on all bidders.



**The Financial Bids of only the technically qualified Bidders scoring 60 points and above would be opened.**

**Procedure for Selecting the bidder**

The work shall be awarded to the L1 bidder from among the technically qualified bids.

The qualified bidder could be identified after considering both the bids Technical including product presentation.

**Declaration: -**

I/We do hereby confirm that I/We have the necessary authority and approval to submit this bid for (A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B) Annual support for PeopleSoft ERP (HRMS and FSCM) as per the terms & conditions mentioned above and also, hereby, agree and accepts the terms & conditions mentioned in clause 1 to 37 under General Information.

Date :-

(Signature)

Place:-

(Name of Authorised Signatory)

(Designation of Authorised Signatory)

(Name of Vendor)

**Checklist & Index for your bid**

To help you prepare the best application possible, all items below need to be considered and ticked off. This will also assist us with assessment of your application.

***During bid Submission, please keep this page after the cover page.***

Checklist and Index of the required documents in the Order indicated Below

S.No. 1 to 10 would be part of Technical bid (sealed in separate envelope earmarked 'Technical Bid')

S.No.11 would be part of Financial bid (sealed in separate envelope earmarked 'Financial Bid')

<b>S. No.</b>	<b>Document to be Attached</b>	<b>Whether Submitted</b>	<b>Mention Page Number</b>
1.	Applicant's expression of interest (Format-1)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
2.	Organizational Details (Format-2)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
3.	Experience in related fields (Format-3) annexed with Work Order/ Completion	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
4.	Financial strength of the organization (Format-4). CA certificate attached.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
5.	The bid document signed & stamped in each page.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
6.	Copy of GST / PAN No.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
7.	Affidavit as per format in Annexure-1	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
8.	Whether agree to the scope of project including the specifications of items given in Annexure-2.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
9.	Warranty Declaration on company letter head	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
10.	Valid Authorization from M/s Oracle for being an authorized ERP Partner	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
11.	Financial Bid (Format-6) (To be submitted in separate sealed envelope)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
12.	ISO 9001 certificate(Maintenance & System Integration) attached.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
13.	Copies of Work Order Attached	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
14.	Details of manpower to be deployed for Upgradation Project / ERP Support	Yes <input type="checkbox"/> / No <input type="checkbox"/>	

**(PART-II)**

**FORMAT-1**

(A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B) Annual support for PeopleSoft ERP (HRMS and FSCM).

**(Applicant's Expression of Interest)**

To,  
Senior SystemsAnalyst  
Computer Centre  
Management Development Institute  
Mehrauli Road, Sukhrali  
Gurgaon - 122 007, Haryana (INDIA)

**Sub:** Submission of bid (A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B) Annual support for PeopleSoft ERP (HRMS and FSCM).

Dear Madam,

In response to the NIT for (A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B) Annual support for PeopleSoft ERP (HRMS and FSCM). (published in <https://mdi.ac.in/infrastructure/tenders.html>) we would like to express our interest to supply the above proposed printer.

As instructed, we attach the following documents

1. Organizational Details (Format-2)
2. Experience in related fields (Format-3)
3. Financial strength of the organization (Format-4)
4. The BID document signed & stamped in each page.
5. Details of technical and administrative personnel (Format-5)
6. The filled up financial bid as provided in Format-6 duly signed and stamped
7. Affidavit as per Annexure-1
8. Technical Compliance as per Annexure-2

Sincerely Yours,  
Signature of the applicant  
[Full name of applicant]  
Stamp.....  
Date:

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

**FORMAT – 2**

S. No	Organizational Contact Details	
1.	Name of Organization	
2.	Year of establishment	
3.	Number of employees	
4.	Main areas of business	
5.	Type of Organization Firm/ Company/ registered under the Indian Companies Act, 2013	
6.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous bodies/ IITs & IIMs/Reputed Educational Institutes in India. <b>If yes, details thereof also please, If No, attach Undertaking in regards to not being blacklisted.</b>	
7.	Address of registered office with telephone no. & E-mail	
8.	Address of offices - in National Capital Region of Delhi if any	
9.	Authorized Contact Person with telephone no. & E-mail ID	

Enclose: -

1. Copy of Certificate of Incorporation or any other relevant document.
2. Copy of Article of Association in respect of 3 above or any other relevant document.
3. Undertaking in respect of 6 above.

Signature of the  
applicant Full name of  
the applicant

Stamp & Date

Note: This is to be furnished on the letter head of the bidder.

**FORMAT – 3**

Experience of (A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B)  
Annual support for PeopleSoft ERP (HRMS and FSCM).

Add a row for Each Client

Minimum three required

S.No.	Client Name (Higher Education Institute / University/ Govt. / PSU)	Type of Project (Upgrade / ERP Support)	Value of the Project	Client Contact No.	Client Email ID	Completion Certificate Attached
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

Signature of the applicant Full name of applicant  
Stamp & Date

**FORMAT – 4**

<b>Financial Strength of the Organization</b>					
S. No	Financial Year	Whether profitable (Yes/NO)	Annual profit Lakhs Rs.)	net (in of Rs.)	Overall annual turnover (in Lakhs of Rs.)
1	<b>2017-18</b>				
2	<b>2018-19</b>				
3	<b>2019-20</b>				
Note: Please enclose auditor's certificate or any other relevant document in support of your claim.					

Signature of the applicant  
Full name of applicant

Stamp & Date

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

### Format-5

Details of technical and administrative personnel available with the vendor for

(A) ERP Software Upgrade

S. No.	Name	Designation	No. of employees in this category	Qualification	Professional Exp.

(B) ERP Support Services

S. No.	Name	Designation	No. of employees in this category	Qualification	Professional Exp.

(DECLARATION ON NON-JUDICIAL STAMP PAPER OF RS. 10/-)

I/we \_\_\_\_\_ Partner(s)/legal Attorney/ Proprietor(s)/  
Accredited Representative(s) of  
M/s \_\_\_\_\_ solemnly declare that:

2. I/we are submitting tender for ----- against Tender Notice  
No. \_\_\_\_\_ dated \_\_\_\_\_.

3. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, true and valid.

4. My/our bid shall remain valid for a period of 180 days from the last date fixed for the bid submission in accordance with the Bidding Documents and shall be binding upon us and maybe accepted at any time before the expiry of the period.

5. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".

6. If any information or document submitted is found to be false/incorrect, MDI may cancel my/our Tender and can take any action as deemed fit including termination of the contract, for forfeiture of all dues including blacklisting of my/our firm and all partners of the firm etc.

7. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

8. I/We understand that MDI decision will be final for the evaluation and rejection of Bids.

9. I/We have gone through all terms & conditions of the tender documents before submitting the same and accept the same along with the technical specification and all other conditions mentioned in the documents; including the condition that MDI is not bound to accept the lowest bid.

(Signature of the Tenderer with Seal)

Date:



## Scope of Work

### Background

MDI Gurgaon has implemented Peoplesoft HRMS, FSCM, IHub, Campus (under implementation) on Oracle Cloud infrastructure. Two Business Units (BU) have been implemented for MDI Gurgaon and MDI Murshidabad. The brief details of the modules implemented are:

#### A. HCM Modules that are implemented:

Delivered Modules	Bolt-On
<ul style="list-style-type: none"> <li>• Core HR</li> <li>• Absence Management</li> <li>• Payroll</li> <li>• Leave Management</li> <li>• Employee Self Service</li> <li>• Profile Management</li> </ul>	<ul style="list-style-type: none"> <li>• Bus/Car Facility</li> <li>• Accommodation</li> <li>• Clearance</li> <li>• EL Encashment</li> <li>• Loan and Advance</li> <li>• Termination and Resignation</li> <li>• LTA/LTC</li> <li>• Medical Insurance</li> <li>• Tuition Fee Reimbursement</li> <li>• Newspaper Reimbursement</li> <li>• Telephone Reimbursement</li> </ul>

#### B. FSCM Modules that are implemented

Delivered Modules	Bolt-On
<ul style="list-style-type: none"> <li>• General Ledger</li> <li>• Billing</li> <li>• Purchasing</li> <li>• Asset Management</li> <li>• Accounts Payable &amp; Accounts Receivable</li> <li>• Travel &amp; Expense</li> <li>• Inventory Management</li> <li>• Commitment Control</li> <li>• Treasury</li> </ul>	<ul style="list-style-type: none"> <li>• Consultancy</li> <li>• Department Purchasing</li> <li>• GSTR Reports</li> <li>• MDI Maintenance Management</li> <li>• Local Conveyance Request</li> <li>• Release Payment</li> </ul>

C. Interaction Hub (Ihub) with Single Sign-On

D. Campus Module is under implementation

E. Open VPN and IPSec VPN (Tunnel to Cloud from MDI) for remote access to OCI

### Existing Stack

- PeopleSoft Finance 9.2 Image# 13 (9.2.013), Latest Version – Image# 39
- PeopleSoft HCM 9.2 Image# 17 (9.2.017) , Latest Version – Image# 42
- PeopleSoft Interaction Hub 9.1, Latest Version – 9.2Image# 42
- People Tools 8.55.13 Latest Version – 9.2Image# 13

- WebLogic Ver 12C
- Tuxedo Ver 12.13.00
- Oracle 12C R1/R2 (Single Node DB), Patchset# 12.1.0.2.220419
- MS Server Express Cobol 5.3
- OS Version – OEL 6.10
- Windows Server Version – 2016 Standard

### Scope for Upgradation

MDI intends for a Lift and Shift (completed / in Progress) implementations AS-IS on the current environment to Versions of PeopleTools (latest -1), All implemented/ in progress modules Version (Latest -1). The following table indicates the current version of the software and proposed upgrade:

S. No.	Module	Current Version	Proposed Upgradation
1.	Operating system	OEL 6.X	OEL 7.9
2.	PeopleSoft HRMS	Tools 8.55, PUM 9.2.16	Tools 8.59, PUM 9.2.41
3.	PeopleSoft FSCM	Tools 8.55, PUM 9.2.23	Tools 8.59, PUM 9.2.43
4.	PeopleSoft IHub	Tools 8.55.13, PUM 9.2.0	Tools 8.59, PUM 9.2.013
5.	Treasury Module		
6.	Campus Module		
7.	Oracle DB	12 C	19C

The following needs to be accomplished by the vendor

1. Taking complete (Database & Application) Backup of all the existing instances and modules
2. Upgrade Oracle DB and all applications/tools/ module versions as specified in the scope
3. Lift & Shift/migrate all data and applications to the upgraded instances
4. Fluid re-development of Bolt-On pages
5. Testing of all the instances and modules
6. Configure Backup: -
  - a. Daily incremental backup & one Full Back up in a week.
  - b. Configuration of Daily backup (Application & Database) which can be download and restore in any system.
7. User Acceptance Testing
8. Go Live
9. Hyper Care support for three month post Go Live
10. Create and Submit Documentation – Architecture Diagram, Configuration & Operation Manual, Backup Manual and any other relevant document.

### Scope for ERP Support

1. End to end support for all modules of Oracle PeopleSoft ERP implemented on Oracle Cloud Infrastructure. It includes all kind of support and enhancement of the following:

- a. All Modules in production
  - b. All Reports (customized and standard)
  - c. All Functionalities (customized and standard)
  - d. All Interfaces (customized and standard)
  - e. All Configurations (customized and standard)
  - f. Providing User Operational Manual
  - g. Providing User Training as and when required
  - h. installation of required applications, system software; configuration; making the application workable and active in the desktops, backup and recovery, DR synchronization, activation etc
2. Identify top 5% recurring issues for year on year and provide business solution to reduce the volume of support request.
  3. Corrective and Preventive maintenance tasks for application and database
  4. Interfacing with Oracle to raise Service Requests and get resolution
  5. Maintain all applications operational by delivering both corrective and preventive maintenance.
  6. To ensure that applications are available to the required level of functionality
  7. Corrective maintenance involving the correction of reported faults that impair the availability or use of applications and is governed by the SLA;
  8. All faults occurring are to be investigated and fixed
  9. Provide patching, and instance management of Oracle Database and Applications on OCI
  10. OCI Cloud Infrastructure (OS/Instances/DB) would be the responsibility of the vendor
  11. Functional support for day-to-day operations including Oracle Apps.
    - a. Resolve functional setup issues or defects
    - b. Resolve configuration and transaction related issues or defects
    - c. Resolve Functional break fix calls either permanently or by workaround
    - d. Handle issues related to data in production instance
    - e. Conduct periodical online training for power users on application and support functionalities as and when required
  12. Carry out Monthly Closing Procedures in Oracle Apps and provide monthly/statutory reports as per timelines defined by the Institute.
  13. Providing Input for any Business Process Re-engineering that can help improve the stability and turn-around time of the application.
  14. Management of the Knowledge Repository as would be available in the form of User Manuals, System Manuals, eLearning Tools
  15. Maintenance of master data files, routine setups such as Taxes, Suppliers, Customers, Account Codes, Organization etc.
  16. **Helping End User**
    - a. Providing End User Education/training and developing SOPs regarding data uniformity and process.(as and when required)
    - b. Raise tickets on behalf of users
    - c. Support and guide end users in terms of navigation, data entry, process flow and report generation
    - d. Create New users or change in user permission or security
  17. **Enhancements:** Enhancements to the existing module, changes to application's functionality. Enhancement will be prioritized by MDI using change request process and vendor has to complete the same in the mutual agreed time schedule. Non-adhering of

schedule will be treated as delayed in services and penalty applicable as per SLA.

- a. Functional - Minor Enhancements (Setup Changes, Configuration changes, Profile changes)
- b. Technical - Minor Enhancements (Source Code changes, custom reports, forms, workflows)
- c. Major Enhancements (including development of custom reports, forms, workflows, business process, and bolt-ons.)

**18. DBA Support:**

- a. Supervision of Database (table spaces, logs, processes etc.)
- b. Monitor database error logs.
- c. Performance analysis and tuning measures
- d. Managing DB layer password, security and resources (apps dba and sysadmin)
- e. Managing Oracle instances and related control files on OCI
- f. Database reorganizations (index, table, table space, data file)
- g. Cloning/ Refreshing database
- h. Application of database patches supplied by Oracle
- i. Oracle Applications Environment Maintenance: apply patches/ upgrade
- j. Response to technical issues, Such as :Problem accessing the application (or parts of the application: forms, reports, etc
- k. Interface with Oracle Corporation for technical support.
- l. Monitor space usage within the database to facilitate the creation of objects with appropriate sizing parameters, monitor the growth of the database segments, and resolve any fragmentation issues as necessary
- m. Application server, web server and database server maintenance for Production and Non Production Environment
- n. Project migration if required
- o. Carry out routine health check activities and scheduling of scripts
- p. Creation of new instances as required and refresh of non-production instance
- q. Active monitoring of production application in terms of utilization and other parameters
- r. Maintaining system revision documentation

**19. Backup Continuity and Disaster recovery:** Setting of backup and disaster recovery process and ensure secured data backup

**20. Following resources are required:**

- a. PeopleSoft Techno-functional in - Campus, core HRMS & Global Payroll/ Absence and bolt-ons: Dedicated resource at our MDI Gurgaon Office from Monday to Friday 9.30 to 17.30.
- b. PeopleSoft Techno-functional in – FSCM: Dedicated resource at our MDI Gurgaon Office from Monday to Friday 9.30 to 17.30.
- c. PeopleSoft System Administrator cum Database Administrator – Remote on call basis
- d. Oracle Cloud Infrastructure cum Network and Database Administrator – Remote on call basis
- e. Single Point of contact for MDI - Remote

**21. Deliverables**

- a. System study documentation
- b. Work on various assigned tickets and close them as per the SLAs.

- c. Root cause analysis document (RCA) as applicable.
- d. Requirement traceability matrix documentation
- e. Customization list
- f. Functional design Document for all the missing components and new developments
- g. Technical Design Documents for all the missing components and new developments
- h. Database instance documentation
- i. Test Scripts, Test cases & results
- j. Change Requests for all changes made to system
- k. Provide Key metrics and weekly, Monthly and quarterly status reports
- l. Minutes of Discussions with Business
- m. Health check scripts for ERP & DB.
- n. Health check reports.

22. **Service Level Agreement (SLA) for the ERP Support:** The selected Vendor shall ensure 99% uptime for solution on 24\*7\*365 basis. In the case of any malfunctioning of the application system, the bidder should resolve as the same as follows:

<b>Critical Type</b>	<b>Description</b>	<b>Resolution time</b>
P1	Production has stopped	2 hours
P2	Incident occurred but production not stopped	8 hours
P3	Incident not very critical	24 hours
P4	Enhancement / Customization	Depending on complexity of the request to be mutually decided

Further, proportionate penalty will be levied in case of down time of the entire application, which shall include penalty of Rs.1000/- (Rs One thousand) per hour.

**Format-6**  
**Financial Bid**

***Quote for (A) Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP and (B) Annual support for PeopleSoft ERP (HRMS and FSCM).***

<b>Description</b>	<b>Amount</b>	<b>GST</b>	<b>Total Amount Inclusive of GST</b>
<b>Part-A</b>			
Upgrading the Tools, Image & Database of Oracle PeopleSoft ERP as per the scope given in Annexure-2			
<b>Part-B</b>			
Annual support for PeopleSoft ERP (HRMS and FSCM) as per scope in Annexure-2 with onsite engineer (Year 1)			
Annual support for PeopleSoft ERP (HRMS and FSCM) as per scope in Annexure-2 with onsite engineer (Year 2)			
Annual support for PeopleSoft ERP (HRMS and FSCM) as per scope in Annexure-2 with onsite engineer (Year 3)			
Enhancement Request rate per hour (valid for three years)			
<b>Grand Total (Part-A and Part-B)</b>			
<b>Total Amount in Words</b>			

**Note:**

- The Scope give in Annexure-2 must be agreed. The bid with deviations would be rejected.
- Quotation Validity Period: - 180 days from the last date of Submission of quotation/tender.
- In case of discrepancy in the amount quoted, the amount mentioned in word or which results in lowest payable by MDI will be taken into consideration.
- Price quoted should be inclusive of all charges. Nothing extra will be paid.
- MDI may place the order for the whole/ some of the items indicated above. Decision of competent authority of MDI in this regard shall be final and acceptable to the bidder.

Place:

Sign of bidder: -

Date:

Name of bidder: -

Firm's Name with stamp: -