



National Institute of Mental Health and Neurosciences

राष्ट्रीय मानसिक स्वास्थ्य और स्नायु विज्ञान संस्थान
ರಾಷ್ಟ್ರೀಯ ಮಾನಸಿಕ ಅರೋಗ್ಯ ಮತ್ತು ನರವಿಜ್ಞಾನ ಸಂಸ್ಥೆ

NIMHANS
An Institute of National Importance



P.B. No. 2900, Hosur road, Bangalore-560029, Email: aaos@nimhans.ac.in

STR-D2/318/ERP/IT-DEPT/2019-20

02/11/2019

TENDER NOTIFICATION

(Through 2 Bid system only)

The Director, NIMHANS invites tender from eligible tenderers through the NIMHANS website Consultancy Services for case study and preparation of Enterprise Resource Planning (ERP) solution at NIMHANS.

1	Tender No.	STR-D2/318/ERP/IT-DEPT/2019-20 Dated 02-11-2019	
2	Name of the service	Selection process for the Appointment of Consultancy Firm for case study and preparation of Enterprise Resource Planning (ERP) solution at NIMHANS.	
4	Earnest Money Deposit	Rs 30,000/-	By NEFT, SBI, NIMHANS branch in favour to Director, NIMHANS, Bangalore. Account No: 54004640071 IFSC: SBIN0040675
5	Downloading of Tender documents from website	02.11.2019	
6	Last date for tender enquiry	11-11-2019 by 16.00 hrs	
7	Last Date & Time of Submission of Tender	15.11.2019 by 16.30 hrs	
8	Technical Bid opening	16-11-2019 at 11.00 hrs	

**Sd/-
Director**

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1. LETTER OF INVITATION

Consultancy Services for Preparation and submission of reports on Enterprise Resource Planning (ERP) implementation at NIMHANS.

NIMHANS invites interested Companies to participate in this Request for Proposal (this "RFP") in the bidding and selection process for the Appointment of Consultancy Firm for Implementation of ERP at NIMHANS (Institute of National Importance) under MoHFW, Govt. of India

This RFP can be downloaded from <http://www.nimhans.ac.in> website by meeting the requisite criteria and following the procedure indicated therein.

All interested parties are to strictly abide by all terms prescribed in this RFP and provide accurate information to the best of their knowledge without misleading NIMHANS to be considered for participation in this Project

The schedule of this RFP is as follows (all times indicated herein are in IST):

- A. Commencement of downloading of this RFP : 02/11/2019
- B. Last date for submission of bids : 15/11/2019
- C. Technical Bid Opening: 16/11/2019
- D. Evaluation of Technical bid and Opening of Financial Bid

The nodal person for all inquiries, correspondence and clarifications with respect to this RFP and submission of the Bid shall be:

Name : IT Cell
Designation: Manager
Address : NIMHANS
Mobile : 9480829855
Email : it-solutions@nimhans.ac.in

Director, NIMHANS reserves the right to reject any or all offers without assigning any reasons thereof.

Estimated EMD Cost of RFP: Rs 30,000/-

Bid Security as Bank Guarantee, valid for a period of up to 6 Months after finalization of successful bidder.

All and any payment shall be made in the Electronic/Digital form only

The Technical and Price bid should be sealed in separate cover and EMD should be submitted through online portal only by NEFT.

Note: Online submission of EMD of Rs 30,000/- (UTR reference number should be enclosed in technical bid, if the copy of EMD paid or not paid, such bids will be rejected)

PAYMENT TERMS:

1. The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs.
2. ERP Consultancy Firm shall obtain sign-off for each milestone completed from the Purchaser (NIMHANS) and raise invoice against the same.
3. Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 60 days of submission of invoice.
4. Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or supply made or service rendered by ERP Consultancy Firm is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Supplier, till such work/ supply/ service is completed confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract.
5. If additional work is required beyond the scope of the Services specified the estimated periods of engagement of Personnel set forth in the appropriate Bid Response Format may be increased by agreement in writing between the Purchaser and the ERP Consultancy Firm.
6. All payments under this Contract shall be made to the account of the ERP Consultancy Firm with (Bank & A/c No.): _____ Payments will be made by the Purchaser to the ERP Consultancy Firm as per Contract Value quoted in the Formats for Financial Proposal and agreed in the Contract,

Payment Schedule :

Advance Payment: 10% of the contract value shall be payable as "Mobilization Advance" after Opening of office in Bangalore signing the contract and submitting the necessary Advance Bank Guarantee. The same will be released on completion of contract/ assignment. 40% Payment shall be made on 50% or more progress in the work and subsequent submission of progress report and due Certificate from the Purchaser and the balance 50% of the payment will be made on successful completion of the project and submission of project report and satisfactory report from the Purchaser.

SECTION 2: BASIC ELIGIBILITY CRITERIA

NIMHANS invites services of professionally reputed consultancy firm Registered in India.

The ERP consultancy firm should have adequate experienced and qualified people in consultancy services for preparation and submission of reports on ERP implementation activities.

- A. Should have a cumulative turnover of at least INR 5 crore for the last three audited financial years. Should have positive net worth in the last three audited financial years 1 crore

Proof: Annual Audited Financial Statements for FY16-17, FY17-18 & FY18-19. The total worth of consultancy projects executed in this domain (ERP) collectively for the last three years should be at least 1 crore.

- B. Specific experience of consultancy firm

- C. Adequacy of knowledge in proposed work (submit a Write-up)

- D. Qualification & competence
- E. Reference assignment done in last 05 years along with testimonials if any.
- F. Whether blacklisted or debarred by any PSU's or Govt. Agencies

SECTION 3: INFORMATION TO CONSULTANCY FIRM

1. NIMHANS will select a firm in accordance with the method of selection indicated in the Data Sheet detailed in the Guidelines
2. The Consultancy firms are invited to submit a Technical Proposal and Financial Proposal, as specified in the Data Sheet for consulting services required for the implementation of ERP. The proposal will be the basis for contract negotiation and signing of a contract with the selected firm.
3. The Consultancy firm must familiarize themselves with local conditions and take them into account in preparing their Proposals. To obtain first-hand information and to clarify any doubts on the Assignment and on the local conditions, they may contact the Nodal person as mentioned above
4. NIMHANS reserves the right to accept any of the Proposals submitted and may reject any or all the proposals submitted without assigning any reasons.

CLARIFICATION AND AMENDMENT TO RFP DOCUMENTS

At any time before the submission of Proposals, NIMHANS may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, modify the RFP documents by amendment. Any amendment shall be issued in writing through addenda. Addenda shall be hosted in NIMHANS website and will be binding on the tenderers. NIMHANS may at its discretion extend the deadline for the submission of proposals.

SECTION 4: TECHNICAL PROPOSAL

- A. In preparing the Technical Proposal, the consultancy firms are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested below may result in rejection of a Proposal.
- B. If a firm considers that it does not have all the expertise for the Assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture relationship or sub-consultancy or consortium, etc. as appropriate. However, the details of the associate should be provided and the nature of association / type clearly indicated. The tenderer alone shall be responsible for all contractual obligations.
- C. The technical proposal should provide the following information using the attached Standard Forms
 - i. A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature. For each assignment, the outline should indicate inter-alia, the profiles and names of the staff provided. Duration of the assignment, contract amount and firm's involvement.

- ii. A description of methodology and work plan for performing the assignment.
 - iii. The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing
 - iv. Curriculum-Vitae (CV) recently signed by the proposed professional staff, attested by the Director of firm or the authorized representative, submitting the proposal
 - v. Activity (work) schedule
 - vi. A brief description of the associate, if any, the Specialization of the Associate, their experience in the particular field and their relevance for the Assignment is to be submitted.
 - vii. The competence of the Associate in the particular field countersigned by the tenderer.
- D. Documentary evidence in support of all the above are to be submitted by the tenderer.
- E. The Technical Proposal shall not include any financial information.

SECTION 5: FINANCIAL PROPOSAL

- A. In preparing the Financial Proposal, the consultancy firm is expected to take into account the requirements and conditions of the RFP specified herein. The Financial Proposal should follow Standard Forms
- B. Consultancy firms shall express the price of their services in Indian Rupees
- C. Tender document shall remain valid for 120 days from the date of tender opening i.e., from the date of technical bid opening. The Client / purchaser will make its best effort to complete negotiations, if any, and to take a decision within this period. If the Client / purchaser wishes to extend the validity period of the proposals, the consultancy firm who do not agree have the right not to extend the validity of their proposals. NIMHANS Expects the firm to start the ERP preparation work within a week after award contract and submit the report within 90 calendar days after award of contract.

I. SUBMISSION, RECEIPT AND OPENING OF PROPOSALS

1. Any authorized representative of the firm should put his or her initial on all pages of the Proposal. The authorized representative's authorization is to be confirmed by a written power of attorney from the Board / Proprietor / Partners, etc. accompanying the Proposal.
2. Each Technical Proposal and Financial Proposal should be marked "Original" or "Copy" as appropriate. If there are any discrepancies between the original and the copies of the Proposal, the original will govern and shall be binding.

The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal", and the original and all copies of the Financial Proposal in a separate sealed envelope clearly marked "Financial Proposal" and warning: "**Do Not Open along with technical Bid**" with the Technical Proposal". Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the RFP number, submission address and other information indicated in the Data Sheet and clearly marked, "Consultancy Services for Preparation and submission of reports on ERP implementation at NIMHANS"

3. After the deadline for submission of proposals the Technical Proposal shall be opened immediately by the Competent Authority in the presence of those representatives of the consultancy firm who may like to be present. The Financial Proposal will remain sealed and will be opened in the presence of the bidder who are found to be qualified in the Technical Bid on a given time and date.

II. PROPOSAL EVALUATION

1. Any effort by the firm to influence NIMHANS and / or its officials for proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.
2. The Competent Authority will evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, and point system specified in the Data Sheet. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.
3. Public Opening and Evaluation of Financial Proposals; Ranking After the evaluation of the Technical bid, NIMHANS shall simultaneously notify the consultancy firms who have secured the minimum qualifying score, indicating the date and time set for opening the Financial Proposals. The notification will be sent by electronic mail only.

The Financial Proposals shall be opened in presence of the consultancy firm's representatives who choose to attend. The name of the consultancy firm, the qualifying scores and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened.

4. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100. The financial scores of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T + P = 1) indicated in the Data Sheet:

$$S = (St \times T\%) + (Sf \times P\%).$$

III. AWARD OF CONTRACT

1. The contract will be awarded on the basis of the composite points as mentioned in ANNEXURE-2 of Data Sheet.
2. The firm is expected to commence the Assignment on the date and at the location specified in the Data Sheet.

IV. CONFIDENTIALITY

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the tenderers who have submitted the proposals or to other persons not officially concerned with the proposal, until the winning firm has been notified that it has been awarded the contract.

V. LIQUIDATED DAMAGE

In the event of failure to meet the job completion in stipulated date/time liquidated damage will be imposed on the tenderer for sum equivalent to 0.5% of the contract value for each week or part thereof, subject to a ceiling of 10% of the total contract value. If the Liquidated Damage exceeds 10% of the order value, NIMHANS reserves the right to terminate the contract and get the job completed by any other competent party. The difference of cost incurred by NIMHANS will be recovered from the earnest money deposited by the successful tenderer.

VI. Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the India. The Courts in Bangalore shall have exclusive jurisdiction with respect of the tendering process, award of Contract and execution of the Contract.

VII. Settlement of Disputes

1. The Purchaser and the consultancy firm shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
2. If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such consultation, either party may require that the dispute be referred for resolution to the formal mechanisms described below

The date of commencement of the dispute shall be taken from the date when this clause reference is quoted by either party in a formal communication clearly mentioning existence of dispute or as mutually agreed):

- a. The mechanism for resolution of disputes for bidders shall be in accordance with the Indian Arbitration and Conciliation Act of 1996 as amended from time to time. The Arbitral Tribunal shall consist of 3(Three) Arbitrators. Each Party shall nominate an Arbitrator and the two nominated Arbitrators shall mutually agree and nominate a third Presiding Arbitrator.
- b. The place for arbitration shall be Bangalore.

SECTION 6: DATA SHEET

ANNEXURE-1

Information to Consultancy firms

1. The name of the Client is NIMHANS, NIMHANS invites services of professional reputed consultancy firm who has adequate experience and qualified people to conduct the activity.
2. The method of selection is: Quality and Cost Based Selection (QCBS).
3. The name, objectives and description of the Assignment are:
 - A. Name of the Assignment: Consultancy Services for Preparation and submission of reports on ERP Module for NIMHANS '.

B. Objectives and the description of the Assignment: As detailed in the attached Terms of Reference.

4. Each potential tenderer will be called separately for clarifications and NIMHANS reserves the right to issue any amendment, if necessary.
5. Proposal should be submitted in English only
6. Proposals must remain valid for 120 days from the date of tender bid opening.
7. Technical and Financial proposals must be in separate covers, and appropriately sealed and marked.
8. Proposals must be submitted not later than the following date and time by **15.11.2019 by 16.30 hrs**

ANNEXURE-2

EVALUATION POINTS

The number of points to be given under each of the evaluation criteria is:

1. Specific experience of the Consultancy firm related to the assignment: Total points - 30
2. Adequacy of the proposed work plan and methodology for ERP module in response to the Terms of Reference (TOR) Total points - 20
3. Qualifications and competence of the key staff in for the Assessment : Total points – 50

DETAILS:

I. Specific experience of the consultancy firm related to the Assignment: Total – 30

The break-up of the above is as under:

- a) Experience in advisory or consultancy services of PSU's/Govt./Service sector/ healthcare academic institutes / relevant to the engagement: 10
- b) Experience in development of ERP module with PSU's/Govt. Service sector/healthcare academic institute / in India: 10
- c) Experience in development and integration of Business functions through ERP with PSU's /Govt./Service Sector/Health Sector /: 10

II. Adequacy of knowledge in the proposed work plan and methodology for ERP implementation in response to the TOR: Total - 20

III. Qualifications and competence of the key staff for the Assignment: Total 50

The break-up of the above is as under:

- a) Project leader: 15, Should have at least 15 years of advisory experience including experience of working in the area of ERP implementation and development plan of PSU's /Govt./Service Sector/Health Sector in India.
- b) Specialist on subject matter: 15, Should have at least 10 years of working/advisory experience in ERP implementation and development activity for PSU's/Govt./Service sector/Health Sector/ in India.

- c) Support member 1: 10, should have at least 5 years of advisory experience in development and implementation of ERP module preferably in PSU's/Govt./Service sector/Health Sector/ in India.
- d) Support member 2: 10, Should have at least 2 years of advisory experience on designing and documenting the ERP architecture preferably in PSU's/Govt./ Service sector/Health Sector/ in India.

Total points: 100

The minimum technical score required to pass is: 60 Points

The formula for determining the financial scores is the following:

[$S_f = 100 \times F_m/F$, in which S_f is the financial score, F_m is the lowest price, and F the price of the proposal under consideration]

The weights given to the technical and Financial Proposals are: $T = 0.60$, and $P = 0.40$

The number of points to be given under each of the evaluation criteria, mentioned above will solely depend on the NIMHANS assessment of the factors for the tenderer based on the documents submitted by them, which shall be final and has to be accepted by the tenderer without any representation or dispute, etc. at any stage or even after the finalization of the contract.

ANNEXURE-3

TECHNICAL PROPOSAL – STANDARD FORMS

1. Technical Proposal submission form.
2. Firm's references.
3. Description of the methodology and work plan for performing the assignment.
4. Team composition and task assignments.
5. Format of Curriculum Vitae of proposed professional staff.
6. Activity (work) schedule.

1. TECHNICAL PROPOSAL SUBMISSION FORM

(Letter head of the Firm)

[Location, Date]

(Name and address of the Client)

REF: RFP NO. STR-D2/318/ERP/IT-DEPT/2019-20 OPENED ON _____

Dear Sir,

Sub: 'Consultancy Services for Preparation and submission of reports on ERP Module' We, the undersigned, offer to provide the consulting services for the above in accordance with your Request for Proposal dated--- -----, and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff.

We understand you are not bound to accept any Proposal you receive and reserve the right to reject any or all the proposal(s) without assigning any reason. We abide by all the Terms and Conditions of this tender.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of the Firm:

Address:

2. FIRMS'S REFERENCES

Relevant Services Carried out in the Last five Years that Best Illustrate Qualifications Using the format below, provide information on each reference assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted. Provide the reference assignments done in the last five years (minimum 5 years) of which at least 2 (two) must be with Government or semi government organization related assignment and at least one in health sector and academic institutions each.

(Separate sheet may be added, if needed)

Assignment

Country

Location within Country:

Professional Staff Provided by Your Firm/entity) (Profiles)

Name of Client

No. of Staff

Address:

No. of Staff-Months,

Duration of assignment

Start Date (Month/Year)

Completion Date(Month/Year)

Approx. Value of Services (in Current INR):

Name of Associated Consultants, if any:

No.of Months of Professional Staff, provided by Associated Consultants: Name of Senior Staff (Director/Coordinator, Team Leader) involved and functions performed:

Narrative Description of the assignment:

Description of Actual Services Provided by your Staff:

Firm's Name _____

Company Seal

Signature:

Name & Designation

N.B.:

- (i) The above format to be filled in for each assignment separately.
- (ii) For description additional pages may be attached, if required.
- (iii) Copies of reports may be submitted; if required.

3. DESCRIPTIONS OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

Firm's Name _____
 Company Seal

Signature:

Name and Designation:

NB.: To be descriptive along with flow chart, PERT – CPM, bar diagram, Pie Chart etc. and additional pages may be attached.

4. TEAM COMPOSITION AND TASK ASSIGNMENTS**1. Technical/Managerial Staff**

Sl. No.	Name	Position	Task

2. Support Staff

Sl. No.	Name	Position	Task

5. FORMAT OF CURRICULUM VITAE (CV) FOR TEAM LEADER PROPOSED PROFESSIONAL STAFF

Proposed Position : _____
 Name of Firm : _____
 Name of Staff : _____
 Profession : _____
 Date of Birth : _____
 Years with Firm / Entry: _____
 Nationality: _____
 Membership in Professional Societies: _____
 Detailed Task Assigned: _____

Key Qualification: [Give an outline of staff member's in-depth and successful experience and training most pertinent to tasks on assignment]

Education: [Summarize college/university and other specialize/management/professional education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page]

Employment Record:

[Starting with present position, list in reverse order every employment held/ by a staff member since graduation, giving dates, names of employing organizations, titles of positions held and locations of assignments. For experience in last ten years, also given types of activities performed and client references, where appropriate. [Use about three quarters of a page]

Languages: [For each language indicate proficiency: Excellent, good, fair, or poor; in speaking, reading and writing]

Certification: I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Date _____

[Signature of staff member and authorized representative of the Firm]
 Day/Month/Year

Full name of the staff member _____

Full name of the authorized representative _____

6.ACTIVITY (WORKS) SCHEDULE

A. Activity Schedule

Sl No. Item of activity (Works) 1st 2nd 3rd 4th 5th 6th 7th 8th

B. Completion and Submission Reports

Reports:

Programme(Date)

1. Inception Report

ANNEXURE-4

FINANCIAL PROPOSAL – STANDARD FORM

(Letterhead of the firm)

[Location, Date]

Name and address of the Client

Dear Sir,

Sub: Consultancy Services for Preparation and submission of reports on ERP Module.

We, the undersigned, offer to provide the consulting services for the above in accordance with your Request for Proposal and our Proposal (technical and Financial Proposals). Our financial proposal is for the sum of Rs..... [Amount in words and figures]. This includes our fees, all expenses and service tax. Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of the Firm:

Address:

SECTION-7 TERMS OF REFERENCE -NIMHANS ERP

Background

NIMHANS is a unique academic and healthcare institution that combines mental health and neurosciences under one roof. Such a unique approach has made NIMHANS a premier institute not just in the country but also in the world and its three pillars include service delivery, training and research. NIMHANS is the leading post-graduate training Centre in the country particularly in mental health and neurosciences.

NIMHANS plays a pivotal role in national policy and programming and as a premier institution dedicated for brain, mind and behavior, historically has always been in the forefront of setting the agenda for mental health in India.

Objectives: The presence of the consultancy firm who will design and document the ERP is very much essential and as such the requirement needs to be segregated into two parts. One is the pre-implementation i.e. study and design part. ERP consultancy firm's role and its guidance is in first part only.

Scope of Work in order to execute the objectives as mentioned above, NIMHANS seeks support of Reputed Consultancy Firms. The consultancy firm shall undertake the following tasks: -

TASK I

To study the existing business (administrative, academic and patient care) process at NIMHANS and to design an ERP requirement document that can fulfill the operational needs of NIMHANS.

To study the existing as-is system of NIMHANS and enumerate the existing functions.

The consultancy firm should be capable of suggesting improvements.

The broad areas to be covered under ERP requirement document are shown below. Other areas may be added during the ERP document preparation.

Broad Areas to be covered and not limited to:

Study of the Organisation Structure, Departments and Sections, Roles and Users, Approval Structure

Finance & Accounts

Academic & Evaluation

Student Management

HR (Administration and Hospital Staff Section)

Payroll, Claims

Public Relations

Purchase and Materials Management

College of Nursing

Rehabilitation Services

Outpatient

NIMHANS Health Centre

Legal Section

Publication

Central Animal Research Facility

Coordination Section

Director's Secretariat

Dean's Office

Registrar's Office

Medical Superintendent Office

Chief Administrative Office

Resident Medical Officer's office

Committees

Manufacturing Unit

Asset Management
Engineering and maintenance Services
Hostels
e-Commerce
Library Management
Document Management
Hospital Management system Integration
IT and Data centre management
Medical Records
Data Migration Strategy
Data Visualisation and Analytics
EHR
Document Management systems
Data Migration of all data including transactional data from legacy applications
Business Analytics etc.

The potential ERP solution, which will be capable of tackling the entire transactions of all business processes / activities happening at NIMHANS.

During the ERP document preparation, the consultants team should visit the concerned sections of NIMHANS, study the process, interact with the stake holders of each section, and finally prepare a document based on the inputs given from each section.

TASK III

The consultancy firm needs to have the vision to integrate future requirements also. In other words, the consultancy firm should design the module such that the solution provided should be a scalable one at least for the next ten years.

TASK IV

Designing and documenting the ERP architecture and the designing should meet the expectation of the users.

SECTION 8. Terms and conditions

1. The bid for the above service should be **addressed to “The Director, National Institute of Mental Health & Neurosciences, Post Box No. 2900, Hosur Road, Bengaluru–560 029, Karnataka, India”** and has to be **dropped at the Purchase section, NIMHANS Administrative block** on or before **16.30 PM, 15.11.2019(Due date)** and the **Technical bids will be opened on 16.11.2019 at 11.00 AM** in the presence of tenderers or their representatives in the **Committee Room, Adjacent to Registrar Chamber, NIMHANS, Bengaluru.**
2. The tender bid should be valid for **four months** from the due date. **NIMHANS, Bengaluru will not take any responsibility for any technical issues.**
3. **Earnest Money Deposit (EMD):**
 - 3.1. The (EMD) shall be denominated in Indian Rupees and shall be paid in the e-procurement portal using the following payment modes:
 - a. Credit Card.
 - b. Direct Debit.
 - c. Net Banking
 - d. National Electronic Funds Transfer (NEFT)
 - 3.2. The EMD shall not bear any interest and will be refunded to
 - a. Successful tenderer on receipt of Agreement and Bank Guarantee.
 - b. Unsuccessful tenderer upon finalization of tender bid and award of tender to successful bidder.
 - c. All the tenderers if the tendered item is cancelled or retendered.
 - d. EMD amount is exempted, if there enclose valid NSIC/MSME Certificate.
4. The tender documents and all correspondence’s relating to the bid should be in **English language only.**
5. **Technical bid should comprise of (copy of documents should be self attested and stamped) -**
 - 5.1 Brochure/Catalogue and Data sheet of the equipment.
 - 5.2 Pre requirements required at the survey of ERP system (Before submitting the bid, the tenderer should make pre-visit if necessary)
 - 5.3 Delivery Period of the project completion from the date of purchase order has to be indicated.
 - 5.4 List of Institutes where the similar type of project implementation.
 - 5.5 Copy of GST and PAN document
 - 5.6 Non – blacklisting certification that the firm has not been blacklisted in the past by any government/Private institution and certification for No Vigilance/CBI case pending against the firm/supplier by making an affidavit on non – judicial stamp paper of R100/-.
 - 5.7 Declaration towards acceptance of all terms and conditions should also be provided.
6. **Financial Bid should comprise of:**

Quotation should be only for Ex-NIMHANS i.e. NIMHANS Door Delivery Price and should have detailed information as per tendered specifications.
7. **Evaluation of Bids:-**

The technical bid of the tenderer will be evaluated to determine whether

 - a. They are complete with respect to specifications.
 - b. They are free from computational errors.
 - c. The requisite documents have been submitted and properly signed.

8. Tender Opening:

1. The Technical bids will be opened in the Committee Room, Adjacent to Registrar Chamber, NIMHANS, Bengaluru on the date specified.
 2. The Financial bid of the technically qualified tenderer/s only will be opened on a notified date.
 3. A tenderer having once given a tender bid shall not withdraw it after its acceptance/opening and if does, the EMD paid by the tenderer will be forfeited and the tenderer is liable to make good the loss sustained.
9. The successful tenderer should immediately submit an acceptance letter duly signed and sealed for the rate/s and offers agreed by both the parties to the Head of the Institution within reasonable time on receipt of the Purchase Order (Agreement Specimen will be enclosed with Purchase order & Stamp duty to be paid by the tenderer). The successful tenderer should also furnish a Bank guarantee only from a Nationalized bank to the extent of 10% of the total purchase order value, valid for 60 days beyond the completion of the project period of the ERP, no split period bank guarantee will be entertained. In the event of the successful tenderer failed to supply the item/execute the agreement/submit the Bank Guarantee the EMD deposited by them shall stands forfeited.

10. Payment terms:

As per the terms and condition of tender document.

11. The losses to NIMHANS, Bengaluru, if any incurred on account of ERP Project made elsewhere by failure, neglect or refusal on the part of the tenderer to complete ERP project according to the terms of agreement will be recovered from them. Tenderer shall be liable for losses sustained by the NIMHANS on the consequences of the termination which may be recovered from the EMD/Bank Guarantee or from their invoices due to them. In the event of such amount being insufficient, the balance will be recovered personally from the tenderer.
12. Any corrections/changes in the tender will be uploaded as corrigendum in the NIMHANS websites only.
13. If the tender last/opening date falls on any general/government/institute holiday(s), then the successive dates will be postponed by equivalent days of holiday(s), however the time remains unchanged.
14. The Director reserves the right of ordering/not ordering/cancelling/increase or decrease the quantity and to reject any or all tender quotations without assigning any reason. The decision of the Director, NIMHANS, Bengaluru, shall be final in all the controversies that may arise in the matter. Any dispute arising out of this will be subject to the jurisdiction of the Court in Bengaluru.
15. Failure to adhere any of the above terms and conditions the bid(s) may be rejected and EMD may be forfeited.
16. None of the terms and conditions of the supplier shall be applicable to the purchase contemplated hereunder, irrespective of it being attached to any documents to be provided to NIMHANS. Such exercise shall have no meaning and binding effect unless the same is accepted by NIMHANS in writing.

NOTE: Please keep checking the NIMHANS and E-Procurement websites regularly for any further updates.