

भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**INDIAN INSTITUTE OF MANAGEMENT UDAIPUR**  
(An Autonomous Institute under the Ministry of Education, Govt. of India)

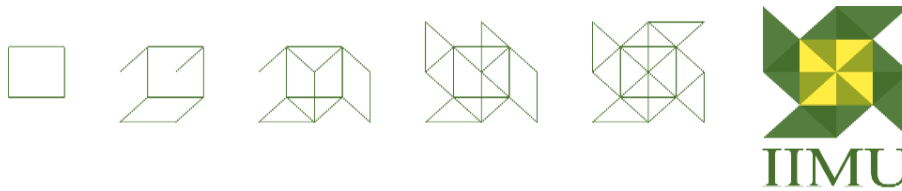
**E-TENDER DOCUMENT FOR**  
**DIGITAL HRMS (HUMAN RESOURCE MANAGEMENT SYSTEM) AT IIM UDAIPUR**



**Tender reference No. - IIMU/Tender/Digital HRMS/2024 dated: 27 March 2024**

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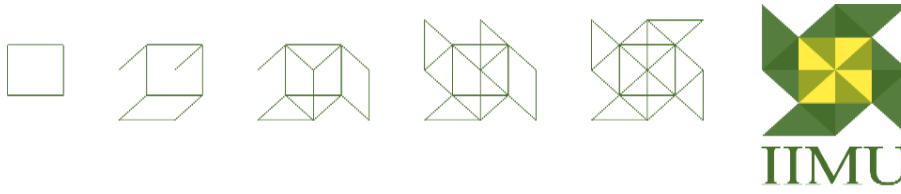
Indian Institute of Management Udaipur Balicha, Udaipur-313001, Rajasthan Website:  
[www.iimu.ac.in](http://www.iimu.ac.in)



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Indian Institute of Management Udaipur

## TABLE OF CONTENTS

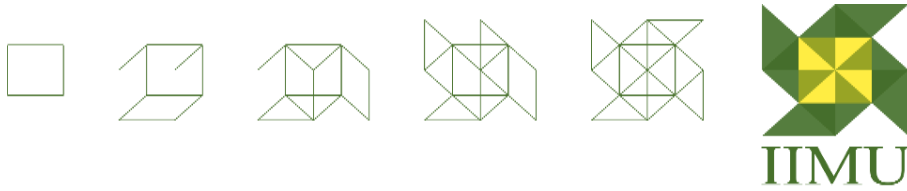
S NO	ITEMS	PAGE NO
1.	Notice Inviting Tender (NIT)	03
2.	Appendix to NIT: Tender Information Summary (TIS)	06
3.	<b>Annexure I-</b> Scope of Work and Other Conditions	08
4.	<b>Annexure II:</b> General Terms and Conditions of the contract	12
5.	<b>Annexure III:</b> Agency details	17
6.	<b>Annexure IV:</b> Eligibility criteria	18
7.	<b>Annexure V:</b> Instructions for online bid submission	21
8.	<b>Annexure VI:</b> Tender acceptance letter	23
9.	<b>Annexure VII:</b> Performa for performance bank guarantee	24
10.	<b>Annexure VII:</b> Pre-bid meeting	26



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**NOTICE INVITING TENDER (NIT) FOR  
DIGITAL HRMS (HUMAN RESOURCE MANAGEMENT SYSTEM) AT IIM UDAIPUR**

1. Indian Institute of Management Udaipur (hereinafter referred to as "IIMU") is an Autonomous Institute under the Ministry of Education, Government of India. IIM Udaipur is recognized as the premier management institution in the country. IIM Udaipur started its operations in 2011 and operates from its permanent campus located at Balicha, Udaipur, Rajasthan with a present strength of approximately 800 (Eight hundred only) students, faculty, and staff on campus with a projected increase of 10% to 15% per year.
2. IIMU invites an E-tender (online tender) from the reputed and experienced service provider (hereinafter referred to as "Agency" or "Bidder") under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) for providing **Digital HRMS (Human Resource Management System) at IIM Udaipur.**
3. **Bidders must read the complete Tender Documents:** This NIT is an integral part of the Tender Document and serves a limited purpose of invitation and does not purport to contain all relevant details for submission of bids. 'Tender Information Summary' (TIS) appended to this notice gives a salient summary of the tender information. The Bidders must go through the complete Tender Document for details before submission of their Bids.
4. **'The Bidders shall sign and stamp each page of this tender document as a token of having read, understood, and complied with the tender, the terms and conditions contained herein. Only online bids/tenders will be accepted. Incomplete bids/documents shall be rejected without giving any reason.'**
5. **Availability of the Tender Document** -This tender document containing eligibility criteria, scope of work, terms, and conditions, specifications, and other documents, can be downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/cppp/> or Indian Institute of Management Udaipur website: [www.iimu.ac.in](http://www.iimu.ac.in) .
6. **Clarifications** – A Bidder requiring any clarification regarding the Tender Document may ask questions in writing/ electronically from Office/ Contact Person as mentioned in TIS, provided the questions are raised before the clarification end date mentioned in TIS. This deadline shall not be extended.
7. **Pre-bid Conference:** - The Bidders are requested to attend a Pre-bid conference for clarification on the Tenders' technical specifications and commercial conditions, on the time, date, and place mentioned in the TIS. Participation in such a Pre-bid Conference is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical/ commercial specifications/ conditions shall be entertained. **The procuring entity reserves the right to have multiple pre-bid meetings.**
8. **Submission of Bids, EMD, and Tender document fee:** - Bids shall be submitted through online mode under the e-procurement system. No manual Bids shall be made



भारतीय प्रबंध संस्थान उदयपुर

Indian Institute of Management Udaipur

available or accepted for submission. The bidders have to apply online through E-Procurement portal <https://eprocure.gov.in/cppp/> only. The original EMD and tender fee is to be submitted in a sealed envelope to be superscribed to this tender name & the name of their organization and must reach the below address before the last date & time for submission of the bid.

***The Chief of Administration IIM Udaipur,  
Balicha, Udaipur-313001, Rajasthan***

9. **Cost of EMD & Tender Cost is exempted for bidders (Micro, Small & Medium Enterprises) registered with District Industries Centre or any other bodies specified by the Ministry of Micro, Small & Medium Enterprises for the relevant category (as indicated in scope of work) and having valid registration certificate as on date of tender submission. The MSMEs would not be eligible for exemption of Tender Cost and EMD if.**

(a) They are not registered for providing services in the relevant category.

OR

(b) They do not have valid registration as on the date of tender submission for subject works.

The tenderers seeking exemption from “EMD”, being MSMEs, shall ensure their eligibility w.r.t. above and submit a registration certificate issued by the body under which they are registered which clearly mentions the relevant category (as per the scope of work) and Terminal Validity of registration. In the absence of any of the above requirements no exemption for “Cost of EMD” will be allowed and tenderer eligibility shall be dealt with as if they are not registered Centre or any other body(s) specified by the Ministry of MSME.

10. The tenders without the Earnest Money shall be summarily rejected.

11. The tender security (EMD) may be forfeited:

(i) If the Tenderer withdraws his tender during the period of tender validity specified by the Tenderer in the tender form; or

(ii) In the case of a successful Tenderer, if the Tenderer

(a) Fails to sign the contract in accordance with the terms of the tender document.

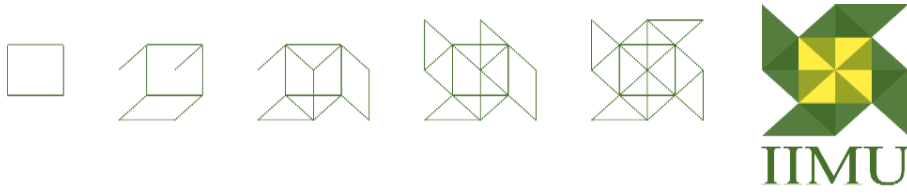
(b) Fails to furnish required performance security in accordance with the terms of the Tender document within the time frame specified by the client.

(c) Fails or refuses to honor his own quoted prices for the services or part thereof

12. **Bid Opening-** Bids received shall be opened online at *the specified date and time given in TIS*. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time.

13. **Disclaimers and Rights of Procuring Entity**

The issue of the Tender Document does not imply that the Procuring Entity is bound to select  
Signature of Bidder



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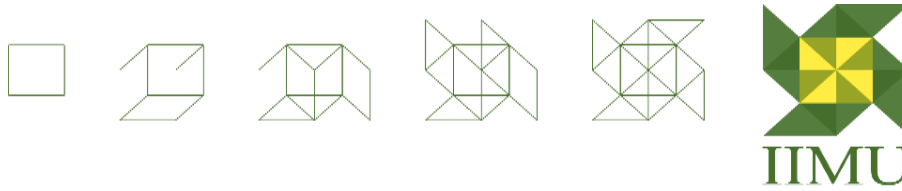
Indian Institute of Management Udaipur

bid(s), and it reserves the right without assigning any reason to:

- a. reject any or all of the Bids, or
- b. cancel the tender process, or
- c. abandon the procurement of the Services; or
- d. issue another tender for identical or similar services.

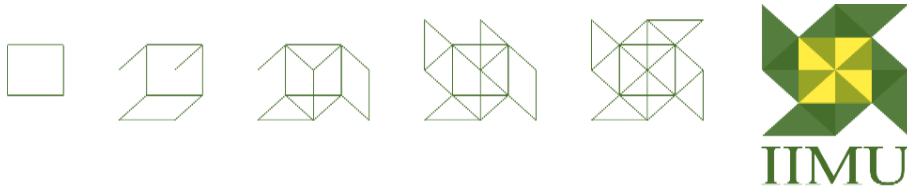
**Note: For further details, please refer to the appended TIS and the complete Tender Document.**

**Chief of Administration**



**APPENDIX TO NIT: TENDER INFORMATION SUMMARY**

<b>TENDER INFORMATION SUMMARY (TIS)</b>			
<b>1.0 Basic Tender Details</b>			
Tender Title	<b>Digital HRMS (Human Resource Management System)</b>		
Tender Reference Number	<b><u>IIMU/Tender/ Digital HRMS/2024</u></b>		
Estimated cost of tender	<b>12,00000.00 (Rupees Twelve lakhs only)</b>		
Tender Type	<b>Open</b>		
Tender Category	<b>Services</b>	No. of Covers	<b>Two</b>
Tender Inviting Authority (TIA)	<b>IIM Udaipur</b>	Address	<b>IIM Udaipur, Balicha, Udaipur 313001</b>
<b>2.0 Critical Dates</b>			
Published Date	<b>27 Mar 2024 at 1830 hrs</b>	Bid Validity (Days from the date of Tender Opening)	<b>90 days</b>
Document Download Start Date & Time	<b>27 Mar 2024 at 1830 hrs</b>	Document Download End Date & Time	<b>17 Apr 2024 by 1100 hrs</b>
bid Submission Start Date & Time	<b>27 Mar 2024 at 1830 hrs</b>	Bid Submission Closing Date & Time	<b>17 Apr 2024 by 1100 hrs</b>
Tender Opening Date & Time	<b>17 Apr 2024 at 1200 hrs</b>	Tender Opening (Financial bid) Date & Time	<b>Will be intimated later</b>
<b>3.0 Obtaining the Tender Document and clarifications.</b>			
eProcurement Portal and helpdesk for Document availability and submission		<b><a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></b>	
		<b><a href="http://www.iimu.ac.in">www.iimu.ac.in</a></b>	
Office/ Contact Person/ email for clarifications		<b>Phone – 02942477254</b> <b>Email - <a href="mailto:procurement@iimu.ac.in">procurement@iimu.ac.in</a></b>	
<b>4.0 Pre-bid Conference</b>			
Place, time, and date of the Pre-bid Conference		<b>9 Apr 2024 at 1600 hrs</b>	
Place, time, and date before which Written queries for the Pre-bid conference must be received		IIM Udaipur by 1800 hrs. on 8 Apr 2024 Queries may be shared to the following email - <b><a href="mailto:procurement@iimu.ac.in">procurement@iimu.ac.in</a></b>	
Place, time, and date before which registration of participants for the Pre-bid conference must be received.		IIM Udaipur by 1800 hrs. on 8 Apr 2024 nomination may be shared to the following email - <b><a href="mailto:procurement@iimu.ac.in">procurement@iimu.ac.in</a></b>	
<b>5.0 Submission and Opening of Bids</b>			



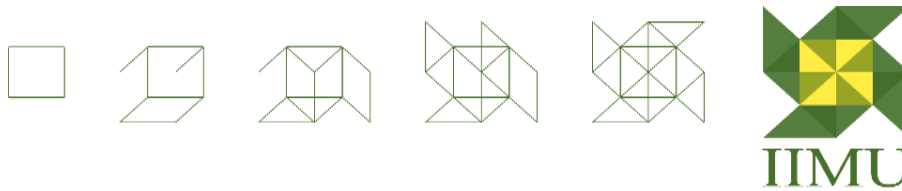
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भारतीय प्रबंध संस्थान उदयपुर

Indian Institute of Management Udaipur

<b>TENDER INFORMATION SUMMARY (TIS)</b>	
Submission of Bids	The bid shall be submitted online on the CPP Portal
Instructions for Online Bid Submission	As per the annexure attached to the tender. Documents.
Tender Opening Place	<b>On e-procurement portal</b>
<b>6.0 Documents relating to Tender Fee, Bid Security, and Performance Security</b>	
Tender Fee	<b>Rs. 500.00 (Rupees Hundred only)</b>
Performance Security	<b>5% of the contract value.</b>
EMD	<b>EMD Rs. 24000.00</b>





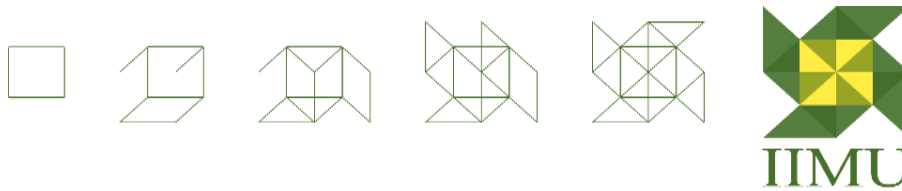
**Annexure – I**

**PART-I: TECHNICAL BID**

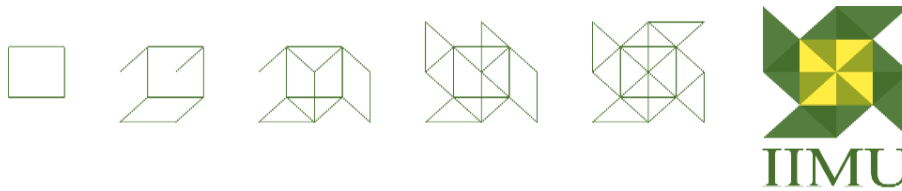
**SCOPE OF WORK – IIMU DIGITAL HRMS (HUMAN RESOURCE MANAGEMENT SYSTEM)**

Sl. No.	Functionality
<b>1. Organization Structure and Administration</b>	➤ Organization Setup and Configuration
	➤ Organogram and Reporting Matrix
	➤ Employee Dossier (My Growth, Social Wall & Digital ID)
	➤ Org 360 (Position Management)
	➤ Admin Control Panel
<b>2. CXO Dashboard &amp; MIS</b>	➤ Analytical Dashboard - CXO Access
	➤ Reporting Engine
<b>3. Employee Life cycle</b>	➤ Recruitment of Employee (Faculty & Non-Teaching)
	➤ Confirmation workflow
	➤ Promotion workflow
	➤ e Separation workflow
	➤ Transfer workflow
<b>4. Core HR</b>	➤ Talent Acquisition Platform: Recruitment, Applicant Tracking System (ATS)
	➤ Candidate Digital Onboarding & Engagement App
	➤ Time and Attendance, Leave Management
	➤ Claims / Reimbursement Management
	➤ Letter Generation Module
<b>5. Payroll</b>	➤ Salary components as decided by the Employee job-position agreement should be available from HR to Payroll.
	➤ Ability for Basic Pay to be updated for employee based on HR's revision policies
	➤ Ability for the system to capture recurring deductions month wise from salary (Income tax, HLF/FLF/Ele Bill/Transport facility charges/ Creche, loan or advance etc.)
	➤ NPS Calculations (employer and employee contribution) and Challan preparation.
	➤ TDS Challan Creation





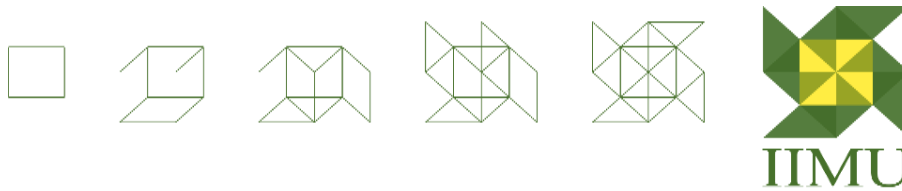
Sl. No.	Functionality
<b>5. Payroll</b>	➤ Ability for the system to generate TDS deducted summary and link it to the Income tax portal for monthly remittance.
	➤ Ability to generate Form 16 as per the tax regime opted by the employees
	➤ Arrear Calculation with a retrospective period
	➤ Computation of perquisites, Gratuity, Leave Encashment, or any other terminal benefits
	➤ Pay revision (as per GOI or Institute norms as the case may be) and Increments calculations.
	➤ Ability for the system to capture employee investment declaration components and the amount
	➤ Ability to include the investment declaration while calculating Income tax deductions in salary
	➤ Ability for the system to generate monthly pay slip, Annual estimated pay slips, Annual actual Pay slip
	➤ Ability for the system to generate TDS deducted summary and link it to Income tax portal for monthly remittance
	➤ Ability for the system to generate a summary report for various components defined in the system for annual/ monthly/quarterly reconciliation.
	➤ Ability to include perquisites and calculate tax.
	➤ Ability to include non-salary related additional payments for the purpose of and total income/ TDS/ Form-16 of the employee.
<b>6. Expense Management</b>	➤ Travel Requisition Form & Expense Management
<b>7. Self Service</b>	➤ Mobile App for all employees
	➤ Employee Help Desk
	➤ Employee / Manager Self Service
	➤ Recognition (On Spot Gratification)
<b>8. Performance Appraisal Process</b>	➤ Facility for HR to set up for Performance Appraisal Cycle for Permanent and Contractual employees.
	➤ Ability to record employee self-appraisal for permanent and contract employees.
	➤ Configuration of different KPIs for different employee groups.
	➤ contract renewal based on performance appraisal
	➤ Ability to record details on various configurable sections (template provided by HR)



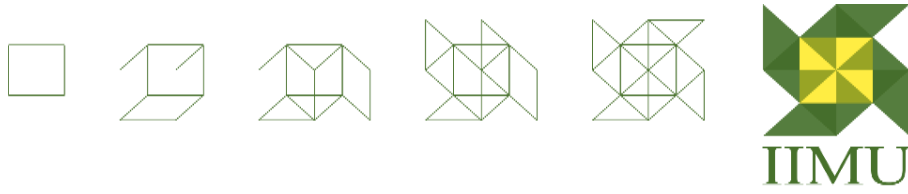
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भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

Sl. No.	Functionality
<b>8. Performance Appraisal Process</b>	➤ Ability for reporting officer to record their rating and comments.
	➤ Ability for reviewing officer to record their rating and comments.
	➤ Define approver levels and assign approvers.
	➤ Send reminder/approval emails to approvers, employees.
	➤ Ability to store and access Performance Appraisal forms for previous years.
	➤ Ability to approve appraisal/compensation revision with appropriate comments.
<b>9. Training and Development</b>	➤ Employee Dashboard containing Published courses/Course Recommendations/ Scheduled courses/.
	➤ Ability to self-nominate for a specific program.
	➤ Process for HR to display if the programme is Mandatory or optional.
	➤ Process to send intimations to the reporting /reviewing officer on the nominations (either self or by HR).
	➤ Ability for the reporting/ reviewing managers to nominate employees for a particular programme.
	➤ Ability to record the programmes attended by employees specific to their line of work.
	➤ record the cost of the programme against employee/ department
	➤ Generate the amount spent on training and development for a particular financial year.
	➤ Ability to record the programmes that have been conducted for our employees for a particular year.
	➤ Obtain feedback or suggestions from the employees/ reporting/ reviewing officer regarding a programme/ requirement for a programme.
	➤ Save in the employees history all the programmes that he/ she has participated in.
➤ Record assessment scores/ feedback of the employee from the trainer if any.	
<b>10.IT Infrastructure</b>	➤ Global Azure/Cloud Servers with 99.5 % Availability
	➤ Bandwidth @ Data Centers
	➤ Software Licenses
	➤ Database Licenses
	➤ Scalable Cloud Infra



Sl. No.	Functionality
	<ul style="list-style-type: none"> <li>➤ Database Maintenance</li> <li>➤ Security Patch updates</li> </ul>
<b>11. Security and Privacy</b>	➤ SSL
	➤ Multi-country Privacy Assessed
	➤ Encryption of Personal Information
	➤ VAPT
	➤ SOC 2 Type 2 Report
	➤ ISO-27001
<b>12. Technical Support (L2, L3)</b>	➤ Software Troubleshooting and De-bottle necking
<b>13. Integration with Microsoft D365</b>	➤ Employee Information such as PAN, Bank Details, etc.
	➤ Salary (Component-wise and dimension-wise) in a format that should be capable of generating NEFT in the specified format for payment.
	➤ Non-salary related non-taxable payments (reimbursements or claims) to employees for visibility on SSP.
<b>14. Providing SOPs and tutorial videos</b>	➤ The bidder shall provide step-by-step SOPs and tutorial videos to enable the user to work on the digital HRMS.
<b>15. Data Backup</b>	➤ The agency shall provide the data backup of all the information (in Microsoft Excel-enabled format) related to IIMU stored in the HRMS as and when required by the institute.



**Annexure – II**

**GENERAL TERMS AND CONDITIONS OF THE CONTRACT**

**(1) Preparation and submission of Tender:** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interested bidders have to register online on the e-procurement portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online at <https://eprocure.gov.in/cppp/> duly signed and sealed on each page of the Tender. For details, kindly see the annexure of this tender: Instructions for Online Bid Submission.

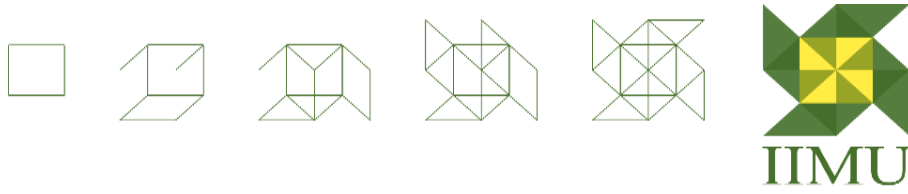
**(2) Period of Contract:** The contract period will initially be for One year. The contract may be extended annually at the sole discretion of IIMU. The agency may be given a yearly increment of up to 10 % on the immediate previous year's rate on the basis of satisfactory performance recorded by the user department and sole discretion of IIMU and will be continued if the contract is extended on all the contracted value under this tender. In case the performance of the agency is found to be unsatisfactory as per operational parameters set out in the contract or is not in conformity with the terms & conditions of the tender, then the contract may be terminated by IIMU even before the scheduled time by giving advance notice of one month to this effect. In the event of premature termination of the contract for reasons mentioned herein above, the Performance Bank Guarantee shall be forfeited.

**(3) Exit Clause:** Notwithstanding anything contained in any other clause of this tender, the contract can be terminated by IIMU by giving one month's notice without giving any reason and by the agency by giving three months' notice.

**(4) Contract Agreement:** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 500/- (Rupees Five Hundred only). IIMU reserves the right to amend the terms & conditions of the contract by mutual discussions and such amendments shall be in writing. The amended terms and conditions will form part of the agreement.

**(5) Tender Fee:** The tenderer shall deposit a Non-refundable Tender as mentioned in the TIS (Tender information summary) through a Demand Draft drawn in favour of "Indian Institute of Management Udaipur" payable at Udaipur.

**(6) Earnest Money Deposit (EMD):** The tenderer shall deposit Earnest Money as mentioned in the TIS (Tender information summary) through a Demand Draft drawn in favour



भारतीय प्रबंध संस्थान उदयपुर

Indian Institute of Management Udaipur

of “Indian Institute of Management Udaipur” payable at Udaipur. The Earnest Money Deposit will be refunded to the tenderers whose offers have not been accepted. The Earnest Money Deposit of the tenderer whose offer is accepted will be kept until such time that the Performance Bank Guarantee is received.

**(7) Performance Bank Guarantee:** The successful tenderer will have to deposit a Bank Guarantee for an amount of 5% of the contracted value in favour of “**Indian Institute of Management Udaipur**” payable at Udaipur drawn on any scheduled Bank before signing of the contract and valid for 60 days beyond the expiry period of contract. In case the tenderer fails to deposit the requisite performance guarantee the EMD furnished by the tenderer shall be forfeited without any further notice to the tenderer.

**(8)** In the event of a bidder backing out before the actual award or execution of the agreement, IIMU will have the right to forfeit the EMD. In case the successful tenderer (L1) declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.

**(9)** Intending bidders are advised to inspect and examine at their own cost, the site and its surroundings and satisfy themselves before submitting their tenders. The nature of the site, the means of access to the site, the accommodation they may require, and in general shall themselves obtain all necessary information as to risks, contingencies, and other circumstances which may influence or affect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he/she/other has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done.

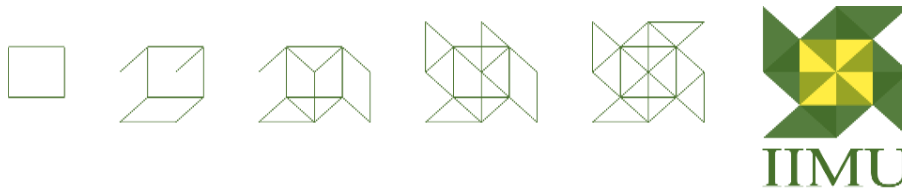
**(10)** The Institute will not provide any residential space for accommodation to the agency. The agency has to make its own arrangements for the residential accommodation to the deployed staff.

**(11)** In the case of the first lowest is more than one, then it would be at the discretion of the Institute to decide the L1.

**(12) Interpretation:** All the terms and conditions of the contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.

**(13) Bid Validity:** The quoted rates must be valid for a period for 90 (ninety) days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted a validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

**(14)** In case the tenderer withdraws, modifies, or changes his offer during the validity period, the bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

required, without changing any terms, conditions, etc. of their original tender.

**(15)** In exceptional circumstances, the IIMU may request the bidder's consent for an extension of the period of bid validity. A bidder shall however be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of the bid will not be allowed to modify his bid.

**(16)** Anyone or more of the following actions/commissions / omissions are liable to cause summary rejection of tender:

- Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time.
- Any conditional bid or bid offering rebate.
- Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents.
- Any effort by a bidder to influence the IIMU in the bid evaluation, bid comparison or contract award decision.

**(17) Authority of person signing document:** A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIMU may without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all cost and damages.

**(18) Payment of Bills:** The payment for services under this agreement shall be made on a monthly basis on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues/claims of the IIMU. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source.

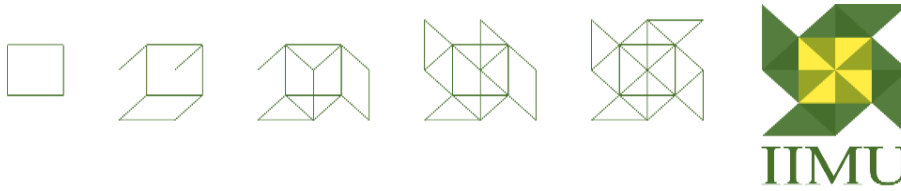
**(19) ARBITRATION:**

Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before / after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a Sole Arbitrator to be appointed by IIMU.

If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns / withdraws for any reason from the position of arbitration, it shall be lawful for the IIMU to appoint another person to act as Arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which his predecessor left it, if both the parties consent to this effect, failing which the Arbitrator shall be entitled to precede denovo.

It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the Arbitrator at the time of invocation of arbitration under this clause. It is also the term of the contract that the cost of arbitration shall be borne by the parties themselves.





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Indian Institute of Management Udaipur

The venue of arbitration shall invariably be at Udaipur.

Subject as aforesaid, the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof or rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

**(20) FORCE MAJURE: -**

If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIMU as to whether the operation has been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

**(21) PENALTY**

Penalties for complaint, non-adherence of terms & conditions specified in the tender document, indiscipline & unsatisfactory operation of the services, and the incidence given in the various clauses of this document for the purpose, may be levied up to Rs. 10,000/- on each occasion as per IIMU discretion which will be deducted/adjusted in subsequent monthly bill/security deposit/ performance guarantee.

**(22) Feedback:** IIMU may ask the agency to submit monthly feedback collected from the users. Based on feedback, IIMU may at its own discretion impose financial penalty as per the penalty clause of General Terms & Conditions depending on the gravity of the issue and in case of similar repetition IIMU can cancel the contract unilaterally without notice, and bank guarantee will be forfeited.

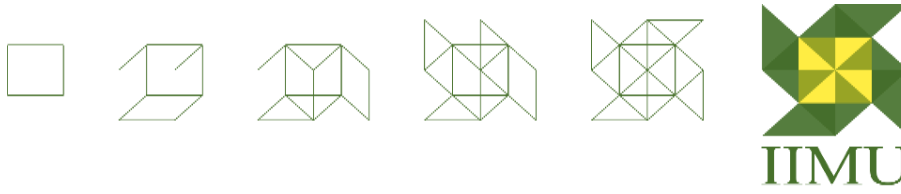
**(23)** IIMU reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the IIMU.

**(24)** All exhibits/certificates/statements/supporting documents should be indexed serially page numbered.

**(25)** The decision of the Director of IIMU will be final in all respects and will be acceptable to all the tenderers.

**(26) Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Udaipur only.

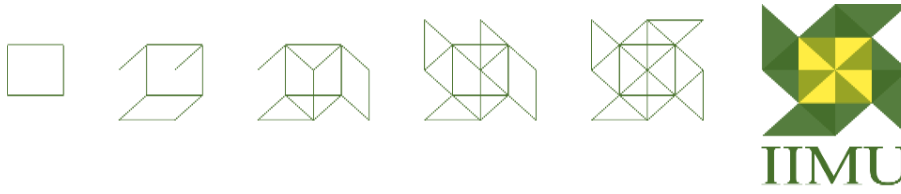




भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**ADDITIONAL TERMS AND CONDITIONS FOR THE FINANCIAL BID**

<b>S No.</b>	<b>Additional terms and conditions</b>
1	Rates are to be given in Indian rupees (INR) only inclusive of all taxes/levies/charges but exclusive of GST. GST will be paid extra as applicable.
2	The above number of employees (200) is tentative only and the quotes by the bidder shall be treated for estimate purposes only hence actual amount will be paid only for the actual services availed by IIMU in a particular month.
3	Income Tax (TDS) and GST (TDS), if applicable, will be deducted at source as per the Rules.
4	The agency may be given a yearly increment of 10 % on the immediate previous year's rate and will be continued if the contract is extended on all the contracted value under this tender.
5	The agency shall not be given any additional increment on the rates that imposes any obligation on the agency such as a hike in minimum wages by the government or any other statutory authority.
6	The agency has to bid for all the sections/items mentioned in the tender document. The tender document shall be considered invalid for partial bidding or non-bidding of any section/item.
7	The agency shall be responsible for managing and supervising the service as per the tender documents for which the agency must depute a competent and experienced Manager at IIMU.
8	All services shall be carried out as per the details in the technical bid (Part - I) and finance bid (Part - II) of this tender
9	Implementation and setup fees quoted should be inclusive of all the anticipated cost to be incurred on the team proposed to be deployed at IIMU for implementation. No extra shall be paid on account of any out-of-pocket expenses.



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**Annexure - III**

**AGENCY DETAILS**

SI No.	Particulars	Details
1	Name of Tendering Agency	
2	Name of the Proprietor / Director / Partner	
3	Full Address of registered office with pin code, Telephone Number	
4	E-mail ID of the agency	
5	Website of the agency, if any	
6	Telephone No. (Office) of five top officials with name, designation and E-mail ID	
7	Name and designation of authorized person with telephone/mobile number. (Authorization letter to be enclosed)	

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place:

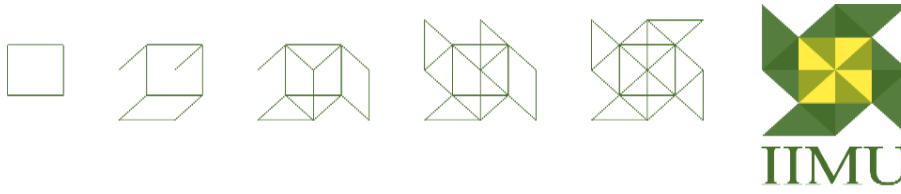
Date:

**(Signature of the bidder with seal)**

Signature of Bidder

Page 17 of 26

Signature of HOD



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**Annexure – IV**

**Eligibility Criteria**

**Only those agencies that meet the following minimum criteria will be considered for the opening of the financial bid. Supporting documents/annexures should be attached with this and must be serially numbered. An Index must be made for this to facilitate quick reference to the relevant page number.**

**(1)** The agency should be a registered and licensed vendor in **Digital HRMS** (Human Resource Management System) covered under this tender. Appropriate documents/certificates issued from appropriate authorities should be enclosed to support this along with the format given below.

SL No	Registration / License Number	Registration / License Issued By	Registration/ License Validity From (DD/MM/YYYY)	Registration/License Validity To (DD/MM/YYYY)	Page No. of Copy of license attached

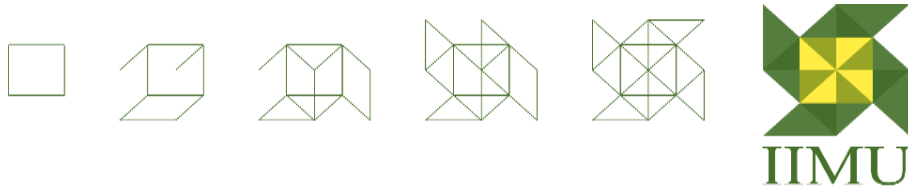
**(2)** The agency shall submit the original EMD and tender fee in a sealed envelope super scribing this tender name & the name of the agency and must reach at IIMU before the last date & time for receipt of the Bid. A photocopy of the same EMD and tender fee should be enclosed to support this along with the format given below.

S No.	Type of Fee	Details
1	Tender Fee	DD No. _____ of Rs. <b>500/- (Rupees Five Hundred only)</b> of Dated _____ drawn on Bank _____ Branch _____
2	Earnest Money Deposit (EMD)	DD No. _____ of Rs. <b>24000.00/- (Rupees Twelve Thousand only)</b> of Dated _____ drawn on Bank _____ Branch _____

DD will be made in favour of “Indian Institute of Management Udaipur” payable at Udaipur.

**(3)** The service provider should have a valid Indian Permanent Account (PAN) No. as per the details given below: -

SI No	Name	PAN No.	Copy attached	Remarks



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

(4) The Agency must have experience of successfully completing/operating at least one single contract of Rs. 12 Lakh or more from a single customer/ entity of **Digital HRMS** (Human Resource Management System) related work in each of the last three financial years ended on 31.03.2023. The agency should provide the following documentary evidence duly certified by CA in the following formats:

<u>Name of the Customer/ Entity</u>	<u>Financial Year</u>	<u>Turnover from Digital HRMS (Human Resource Management System)-related contract in Rupees (in words and figures)</u>	<u>Certificate from the Customer</u>	<u>Page no. of copy of Agreement</u>
	2020-21			
	2021-22			
	2022-23			

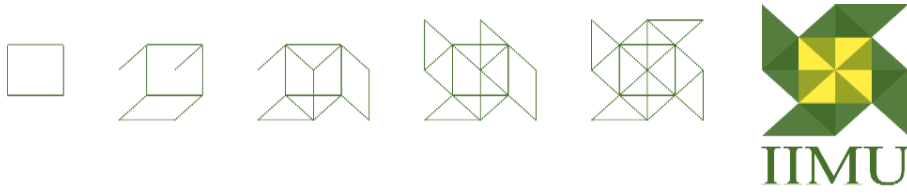
(5) Details of last 3 (three) years of experience in **Digital HRMS** (Human Resource Management System) in reputed organizations/ institutions (Minimum 100 employees in HRMS) in the following format (Please attach separate sheet, if necessary).

<u>Year</u>	<u>Name of Customer/ Entity Address, Tel. No</u>	<u>Contract Commencement and completion dates</u>	<u>Name of the organizations/ institutions</u>	<u>Number of employees in the organisation (Should not be less than 100 in each organization)</u>	<u>Page no. of supporting document</u>
2020-21					
2021-22					
2022-23					

(6) **The Digital HRMS** (Human Resource Management System) provider should be ISO certified, and it should be valid on the last date for submission of Tender:

<u>S No.</u>	<u>ISO Certificate No.</u>	<u>Certificate Valid up (dd/mm/yyyy)</u>	<u>Page No. of copy attached</u>

(7) There should be no case pending with the police against the Proprietor/Firm /Partner or the Company (agency) and should not be blacklisted by any Govt agency. A self-undertaking to this effect on the agency's letterhead should be attached.



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

(To be provided on letterhead of the Firm/LLP)  
**Declaration regarding Blacklisting**

To, Director,  
IIM Udaipur,  
Balicha, Udaipur 313001

Tender Reference No.

Name of Work/ Service: -

I hereby certify that our firm (name) has never been blacklisted or debarred or disqualified in the past by any Central/State Government/Public Undertaking/Autonomous Institute/ any International/National agency from taking part in tenders or for corrupt or fraudulent practices nor any criminal case is pending against the firm/LLP or its owner/partners anywhere in India.

I also certify that the above information is true and correct in every respect, and in any case, at a later date, it is found that any details provided above are incorrect, any contract given to our firm/LLP (name) may be summarily terminated, and the firm/LLP blacklisted.

Date :

Firm Name:

Place:

Name of the authorized person:

(8) The agency should possess all mandatory statutory requirements mentioned in **Annexure-III (Agency Details)** in this tender document.

No price should be specified in the technical bid, including such information will entail rejection of the bid.

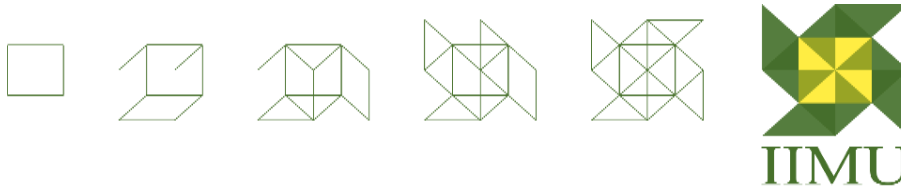
**NOTE:** All third-party certificates should be duly signed and stamped by the bidding agency.

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place:

Date:

**(Signature of the bidder with seal)**



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**Annexure – V**

## **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

### **1. SUBMISSION OF TENDER**

1) Bidders should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) **Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white-colored (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.**

4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

8) The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment may be used as an entry pass for any bid opening meetings.

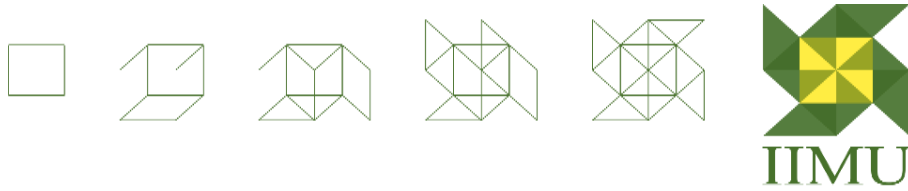
9) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

10) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

**Signature of Bidder**

Page 21 of 26

**Signature of HOD**



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

- 11) The Agencies are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the Agencies at the eleventh hour.
- 12) Not more than one tender shall be submitted by one Agency or Agencies having a business relationship. Under no circumstance will the father and his son(s) or other close relations who have a business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- 13) Bidder who has downloaded the tender from the IIMU website [www.iimu.ac.in](http://www.iimu.ac.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> **shall not alter/modify the tender form including downloaded price bid template in any manner**. In case the same is found to be altered/ modified in any manner, the tender will be completely rejected and EMD will be forfeited, and Bidder is liable to be banned from doing business with IIMU.

## 2. TENDER OPENING PROCEDURE

The tender will be opened online on the Central Public Procurement Portal (CPP Portal).

## 3. CLARIFICATION ON TENDER EVALUATION

- 3.1 The Tender shall be evaluated based on the available documents submitted by the tenderer.
- 3.2 The Client also reserves the right to seek confirmation/ clarification on the supporting documents submitted by the tenderer.

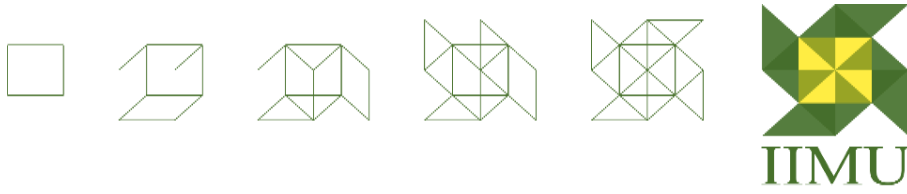
## 4. RIGHT OF ACCEPTANCE

- 4.1 Office of Director, IIM Udaipur, Rajasthan reserves all rights to reject any tender including of those tenderer's who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of the Competent Authority in this regard shall be final and binding.
- 4.2 Any failure on the part of the Tenderer to observe the prescribed procedure and any attempt to canvass shall render the Tenderer liable for rejection.
- 4.3 The Competent Authority reserves the right to award any or part or full contract to any successful tenderers at its discretion and this will be binding on the Tenderer's.
- 4.4 The Office of Director, IIM Udaipur, may terminate the contract if it is found at any stage that the Contractor is blacklisted on a previous occasion by any institution.

## 5. LETTER OF ACCEPTANCE

- 5.1 After determining the successful evaluated Tenderer, Client shall issue a Letter of Acceptance (LoA) in duplicate, who will return one copy to the client duly acknowledged, accepted, and signed by the authorized signatory, within 3 days of receipt of the same by him.
- 5.2 The issuance of the Letter of Acceptance to the Tenderer shall constitute an integral part of the contract and it will be binding on the contractor.





**IIMU**  
भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**Annexure – VI**

**TENDER ACCEPTANCE LETTER  
(To be given on Agency Letter Head)**

Date:

To,

Director, IIM Udaipur, Balicha, Udaipur, Rajasthan-313001.

**Sub.: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No.: IIMU/Tender/Digital HRMS /2024**

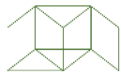
**Name of Tender/Work: DIGITAL HRMS (HUMAN RESOURCE MANAGEMENT SYSTEM) at IIM Udaipur**

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: \_\_\_\_\_ as per your advertisement, given in the above-mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. \_\_\_ to \_\_\_ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide by with the terms / conditions /clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. In case any provisions of this tender are found to be violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)



**PROFORMA OF PERFORMANCE BANK GUARANTEE**

1 In consideration of the Director IIM Udaipur (hereinafter called "IIM UDAIPUR") having offered to accept the terms and conditions of the proposed agreement between IIM, UDAIPUR and ... (Hereinafter called "the said agency(s) for the work of “ **DIGITAL HRMS (HUMAN RESOURCE MANAGEMENT SYSTEM) Services at IIM Udaipur**” (hereinafter called "the said agreement") having agreed to the production of an irrevocable Bank Guarantee for Rupees... ..only) as a security/ guarantee from the agency(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

2 We ..... (hereinafter referred to as the "Bank") do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the IIM, UDAIPUR stating that the amount claimed is required to meet the recoveries due or likely to be due from the said agency(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....)

3 We, the said Bank, further undertake to pay to the IIM, UDAIPUR any money so demanded notwithstanding any dispute or disputes raised by the agency(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the agency(s) shall have no claim against us for making such payment.

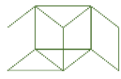
4 We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the IIM UDAIPUR under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Chief Administrative Officer, IIM Udaipur on behalf of the IIM UDAIPUR, certifies that the terms & conditions of the said agency(s), and accordingly discharges this guarantee.

5 We.....further agree with the IIM UDAIPUR that the IIM UDAIPUR (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said agency(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IIM UDAIPUR against the said agency(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said agency(s) or for any forbearance, act of omission on the part of the IIM UDAIPUR or any indulgence by the IIM UDAIPUR to the said agency(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving us.

6 This Guarantee will not be discharged due to the change in the constitution of the Bank or the agency(s).

7 We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the IIM UDAIPUR in writing.

8 This guarantee shall be valid up to..... unless extended on demand by the



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Indian Institute of Management Udaipur

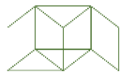
IIM  
UDAIPUR.

Notwithstanding anything contained hereinabove:

- a) our liability under this Guarantee shall not exceed Rs..... (Rupees. ....Only);
  - b) This Bank Guarantee shall be valid up to ..... and
  - c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before All yours
- rights under the said guarantee be forfeited and we shall be relieved and discharged from all liabilities thereunder.

Dated the ..... day of ..... for .....

(Indicate the name of the Bank)



IIMU

भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**Annexure – VIII**

## **PRE-BID CONFERENCE**

1. A Pre-bid conference is stipulated in the Tender Information Summary (TIS), prospective bidders interested in participating in this tender may attend the Pre-bid conference to clarify the techno- commercial conditions of the Tenders at the venue, date and time specified therein.
2. Participation is not mandatory. However, if a bidder chooses not to (or fails to) participate in the Pre-bid conference or does not submit a written query, it shall be assumed that they have no issues regarding the techno-commercial conditions.
3. The date and time by which the written queries for the Pre-bid must reach the authority and the last date for registration for participation in the Pre-bid conference are also mentioned in the TIS.
4. Delegates participating in the Pre-bid conference must provide a photo identity and an authorization letter from their organization/ Hospital/ principals; otherwise, they shall not be allowed to participate. **The pre-bid conference may also be held online at the discretion of the Procuring Entity.**
5. After the Pre-bid conference, if required, a clarification letter and corrigendum to Tender Document shall be issued, containing amendments of various provisions of the Tender Document, which shall form part of the Tender Document.