

g-ERP Tender Wizard “Tendering & Sourcing” solution for IIT Bombay

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1. Project Overview and Objective

IIT Bombay intends to implement an integrated, end-to-end G-ERP–based e-Procurement solution to automate procurement processes through a secure, transparent, and paperless system.

The solution shall be hosted on **www.gerpegov.com** and provided on a **SaaS/ASP model** for an initial period of **five (5) years**, extendable by an additional **five (5) years** based on satisfactory performance and mutual consent.

2. Detailed Scope of Work

G-ERP-Based e-Procurement System

The G-ERP-based e-Procurement System is a secure, web-based Government-to-Business (G2B) application offered to IIT Bombay on a fixed priced model. The system is compliant with STQC security audit and certification requirements, CVC guidelines, General Financial Rules (GFR) 2017, and the Information Technology Act, 2000, including subsequent amendments.

The system supports interoperability with external Government platforms for PAN, Aadhaar, and GST verification, and enables standard data exchange with applications such as Central Public Procurement Portal (CPPP), GeM, SAP, Oracle ERP, and other legacy systems through secure APIs and data interfaces.

Modules of the G-ERP e-Procurement System

The proposed system shall comprise the following fully integrated modules:

1. e-Tendering Module
 - a. Dedicated e-Tender portal on **ASP/SaaS model**
 - b. Configuration and UI customization with department branding
 - c. Integration with nodal **e-Payment Gateway**
 - d. Online vendor registration and participation
 - e. Tender lifecycle management (pre-bid, bidding, time control, notifications)
 - f. **Class-3 Digital Signature** support for bid submission and opening
 - g. Automated comparative statements, bid acknowledgements, and closure reports
 - h. Tender awarding and issuance of **LOI/LOA/Contracts**
 - i. MIS reports and analytical dashboards
 - j. Compliance with Government of India security and data guidelines
 - k. User and vendor training

2. e-Auction / e-Tender-cum-Auction Module (Forward & Reverse)
 - a. Hosting of **forward and reverse auctions** on ASP/SaaS model
 - b. Portal setup, configuration, and UI customization
 - c. E-Payment Gateway integration
 - d. Online auction notice publication and document upload
 - e. Vendor registration and participation management
 - f. Auction room operations (bidding, time control, closure)
 - g. Auction closure reports and award of contracts
 - h. MIS and analytical reports
 - i. User and vendor training

3. Electronic Earnest Money Deposit (e-EMD) and Security Deposit Management Module
 - a. Online collection, refund, and transfer of **Tender Fee, EMD, and Security Deposit**
 - b. Integration with all procurement modules
 - c. Automated acknowledgements and transaction reconciliation
 - d. Credit of collections to customer nodal account
 - e. Authority access for verification post tender opening
 - f. Online refund through **park and re-park mechanism**

4. Post-Tender Contract Monitoring and Management System (CMS), including Electronic Measurement Book (e-MB)
 - a. Template-based creation and issuance of work orders and contracts
 - b. BOQ and specification upload with milestone definitions
 - c. Approval workflows for contracts and E-Measurement Books
 - d. Online contract acceptance by vendors/contractors
 - e. Creation and approval of **E-Measurement Books (E-MB)**
 - f. Geo-tagged photo/video uploads for progress monitoring

3. Commercial Terms and Pricing

Software Enablement: Enabling and on-boarding of the G-ERP E-Procurement Suite Solution dedicated portal to IIT BOMBAY will have the following module-wise pricing options.

3.1. Module-wise Pricing Options

Sl. No	G-ERP Module Name	Payable By	Charges (Excl. GST)
1	Annual Charges - G-ERP Software for Tendering, Sourcing and Auction Applications on SaaS Model	IIT Bombay	Rs - per half year

Sl. No	G-ERP Module Name	Payable By	Charges (Excl. GST)
	(50% payment would be upfront for the first year and remaining 50% post go-live certification in the first year, thereafter, on six monthly basis upon certification of satisfactory performance)		
2	One-time Customization in the solution (Reports/Dashboards/Processes), and Integration effort charges between G-ERP and IITB systems	IIT Bombay	Rs XXXXX to be paid after successful completion
3	Charges for Additional Human Resource at IIT Bombay after Go Live: Handholding support at the premises of IIT Bombay	IIT Bombay	Rs - per quarter

Add-on Customization Services:

Sl. No	Add-on Particulars	Charges (Excl. GST)
1	Any additional Customization or Integration in E-Procurement Portal	Rs. per day person-hours

Add-on Manpower Services:

Sl. No	Service Description	Charges (Excl. GST)
1	Additional HR support	Rs. XXXX per manpower/month

Taxation & Payment Terms:

- All pricing is exclusive of taxes, duties, and levies
- GST is extra and shall be applicable for all above charges as per statutory act

4. Delivery Schedule & Period of Contract

Sl. No.	Activity	Delivery Period
1	Software enablement on www.gerpegov.com for IIT BOMBAY	To be completed in 3 months from the date of Service Order

Sl. No.	Activity	Delivery Period
2	One-time integration and customization charges	To be completed in 3 months from the date of Service Order
3	Human Resource Enablement covering handholding of users at IIT Bombay premises	To be completed within 1 month from the date of Go-live

5. Service Level Agreement (SLA)

To ensure system efficiency and operational excellence, the following Service Level Agreements are established:

- A. **System Uptime:** CEL shall ensure 99.5% uptime of the hosted servers
- B. **Capacity Management:** Network traffic shall not lead to more than 90-95% utilization of the application in any segment or complete network
- C. **Audit Logs:** Audit log of used modules & operations, server uptime reports including security and access reports shall be maintained by service provider and shared to the department whenever necessary
- D. **Scheduled Maintenance:** Routine server maintenance/upgradation work shall be carried out every month (second Saturday or Sunday) to ensure minimal downtime with prior notice to department nodal officer

6. Escalation and Issue Resolution Matrix

Level 1: Vendor SPOC - Response within 12 hours

Level 2: Account Manager – Response within 24 hours

Level 3: Vendor Senior Management – Resolution within 3 days

Level 4: Contract Termination Consideration

Issue Priority and Resolution Matrix

Severity	Generic definition	Response Time	Availability for task
P1: Emergency	Production Incident within the Service that severely impacts the Customer's SaaS instance, causing it to cease from operating, or because of which Customer's SaaS instance is completely down or not functioning, or that results in a loss of production data and no work around exists.	30 minutes	24x7

Severity	Generic definition	Response Time	Availability for task
P2: High	A major incident within the Service where the Customer's SaaS instance is functioning but in a reduced capacity, or the Incident is causing significant impact to portions of the Customer's business operations and productivity, or the Software application is exposed to potential loss or interruption of service.	3 hours	9 am to 7 pm all days of the week
P3: Medium	A medium-to-low impact Incident that affects certain partial and/or non-critical functions of a Customer's SaaS instance, or that impairs some operations but allows Customer's operations to continue to function. Incidents for which there is limited or no loss or functionality or impact to Customer's operation and for which there is an easy workaround qualify as P3.	2 working days	IIT Bombay Working hours
P4: Low	P4 is a general usage question or issue that may be minor or cosmetic in nature or documentation related, and may include improvement requests, but the Service works without interruption.	4 working days	IIT Bombay Working hours

7. Penalty Clause

To ensure vendor accountability, the following penalties shall apply for SLA breaches:

Violation	Penalty
Delayed fulfilment OR Failure to resolve issues identified as P1 or P2, as per the SLA mentioned in the Issue resolution matrix	Min. of 1% deduction (max up to 10% depending on the nature of delay) from the bi-annual invoice of the ongoing period.
Delayed fulfilment OR Failure to resolve issues identified as P3 or P4, as per the SLA mentioned in the Issue resolution matrix	Min. of 0.5% deduction (max up to 10% depending on the nature of delay) from the bi-annual invoice of the ongoing period.
Non-compliance with legal & confidentiality obligations	Immediate termination and legal recourse

The overall penalty under all the provisions of the contract shall not exceed 10% of the Five year contract value.

8. Roles and Responsibilities

8.1. CEL (Service Provider) Responsibilities

- a. Nodal Person: Appointment of both CEL and Department Nodal persons before the commencement of the contract
- b. Hosting: Hosting on CEL's hardware at CEL's own cost with proper backup mechanisms
- c. Training: Conducting online/offline training sessions and providing soft copies of operation manuals.
- d. Security & Compliance: Ensuring strict data confidentiality and maintaining STQC compliance throughout the contract period
- e. Support: Providing comprehensive online and on-site support as per agreed terms

8.2. IIT Bombay Responsibilities

- a. Nodal Officer: Appointment of a project lead for requirement gathering and SRS approval
- b. Data Provision: Providing User IDs, role allocations, and jurisdictions for system access
- c. Reconciliation: Monthly/Quarterly review of payment gateway transactions and refunds
- d. Infrastructure: Providing venue/facilities for on-site training sessions and support

9. Period of contract

The service contract between IIT BOMBAY and Central Electronics Limited (CEL) will be for a minimum period of 5 (five) years from the issuance of the Purchase Order. The contract may be extended further for the same period, subject to revision of terms and conditions based on satisfactory performance and mutual consent.

9.1. Termination of Contract

IIT Bombay reserves the right to withdraw/terminate the contract with the service provider in the event of breach of contract terms or service level agreement by giving 3-month notice.

10. Compliance and Certifications

The proposed G-ERP solution conforms to the latest security certifications and compliance requirements:

- a. STQC Certification: Compliance to CVC guidelines, GFR guidelines, and IT Act 2000 with latest amendments
- b. Government of India Standards: Full compliance with GoI procurement and e-governance standards
- c. Data Security: Capability to link to external applications for PAN, Aadhaar, and GST KYC verification
- d. System Integration: Support for multiple data interfaces with CPP Portal, SAP, Oracle ERP, GeM, etc.

11. Governing Laws and Jurisdiction

The agreement shall be governed by laws in force in India. Any dispute arising in relation to the agreement shall be subject to the **jurisdiction of the courts at Mumbai.**

12. Payment Terms

Sl. No.	PO line item	Proposed Timelines & Payment Milestones [P: PO release date]
10	Annual Charges - G-ERP Software for Tendering, Sourcing and Auction Applications on SaaS Model	
10.1	Annual charges and operational & technical support for SaaS hosting: Year-1 [2026] Integration efforts of g-ERP with the following systems (but not limited to): 1. SAP MM & SRM 2. SSO OAuth2 3. CPPP 4. GeM	1. Initiation of the disbursement process for 50% of the first-year annual charges will be done within 30 days of P for Domain creation in g-ERP SaaS application, activating basic configuration and setup for IIT Bombay. 2. Initiation of the disbursement process for the remaining 50% on the Go-Live date (approx. P+3 months) , subject to submission of a certificate from IIT Bombay confirming successful completion of the agreed customizations.

10.2	Annual charges and operational & technical support for SaaS hosting: Year-2 [2027]	<p>1. Initiation of the disbursement process of 50% annual charges at the end of first Six months of the 2nd year i.e. 18 months from the date of the Purchase Order i.e. P+18 Months</p> <p>2. Initiation of the disbursement process of the remaining 50% annual charges at the end of last Six months of the 2nd year i.e. 24 months from the date of the Purchase Order i.e. P+24 Months</p>
10.3	Annual charges and operational & technical support for SaaS hosting: Year-3 [2028]	<p>1. Initiation of the disbursement process of 50% annual charges at the end of first Six months of the 3rd year i.e. 30 months from the date of the Purchase Order i.e. P+30 Months</p> <p>2. Initiation of the disbursement process of the remaining 50% annual charges at the end of last Six months of the 3rd year i.e. 36 months from the date of the Purchase Order i.e. P+36 Months</p>
10.4	Annual charges and operational & technical support for SaaS hosting: Year-4 [2029]	<p>1. Initiation of the disbursement process of 50% annual charges at the end of first Six months of the 4th year i.e. 42 months from the date of the Purchase Order i.e. P+42 Months</p> <p>2. Initiation of the disbursement process of the remaining 50% annual charges at the end of last Six months of the 4th year i.e. 48 months from the date of the Purchase Order i.e. P+48 Months</p>
10.5	Annual charges and operational & technical support for SaaS hosting: Year-5 [2030]	<p>1. Initiation of the disbursement process of 50% annual charges at the end of first Six months of the 5th year i.e. 54 months from the date of the Purchase Order i.e. P+54 Months</p> <p>2. Initiation of the disbursement process of the remaining 50% annual charges at the end of last Six months of the 5th year i.e. 60 months from the date of the Purchase Order i.e. P+60 Months</p>

20	One-time Customization and Integration	1. Initiation of the disbursement process on the day of submission of a certificate from IIT Bombay confirming successful completion of the agreed customizations (approx. P+3 Months)
30	Charges for HR support after Go Live	1. On-site personnel from CEL will be free of charge to IITB till the Go-Live date. But we want to retain the same trained staff on-site for the next 12 months on-site on paid basis for the continued technical support and user training at IIT Bombay. The payment to the resource will be given quarterly (at the beginning of every new quarter): 1st: On the Go-live Date (beginning of the first quarter from Go-live for that quarter) 2nd: On the Go-live date + 3 Months (beginning of the second quarter from Go-live for that quarter) 3rd: On the Go-live date + 6 Months (beginning of the third quarter from Go-live for that quarter) 4th: On the Go-live date + 9 Months (beginning of the fourth quarter from Go-live for that quarter)

13. Terms & Conditions

The deliverables of CEL, with regard to g-ERP implementation at IIT Bombay shall include but not limited to the following:

1. Enablement of the G-ERP e-Procurement portal with the name and style of www.gerpegov.in/IITB or any specific domain on availability or as required by IIT Bombay (at no additional cost)

Note: IIT Bombay will facilitate High speed internet connection and required PCs, Printers and uninterrupted power supply back up for the concerned tendering authority of IIT Bombay. CEL should provide the necessary support and recommendations to use the G-ERP E-Procurement solution effectively at IIT Bombay from time to time."

2. Hardware/Software enablement under the SaaS model (at no additional cost): Enablement of the G-ERP e-Procurement/Online Tendering/Forward Auction/Reverse Auction application (www.gerpegov.in) for real-time user operations.

3. Generic GFR features and compliance-related functionalities used/developed across CEL customers shall be made available to IIT Bombay (at no additional cost).
4. Vendor portal access and empanelment feature for all bidders/ vendors of IIT Bombay (at no additional cost).
5. Customization in the G-ERP e-Procurement solution for up to max. five (5) user-specific reports (at no additional cost).
6. Add-on customizations in the G-ERP e-Procurement solution and/or user-specific reports (beyond the initial five reports), including dashboards and process automation definition for IIT Bombay procurement workflows, shall be charged at a fixed rate of per person-day.
7. Integration charges with other application(s) (on need basis): Integrations with any application(s) other than those covered under the “One-time Integration” deliverable shall be charged at a fixed rate of per person-day.
8. License cost (one-time): One-time perpetual user license cost for the contract period (at no additional cost).
9. Awareness program and training:
 - (a) On-premises training for IIT Bombay users (at no cost for the first year) for 2 days; each day to include 2 sessions with up to 25 participants per session.
 - (b) Online mode: training for IIT Bombay users (at no cost any time within the duration of the contract)
10. Additional on-premises training for IIT Bombay users will be charged at a fixed price per day.
11. Human resource enablement for the initial 3 months or up to Go-Live: Initial enablement/product training/handholding for IIT Bombay officials and interested contractors/bidders at IIT Bombay premises (at no additional cost); if extended beyond the first year, charges shall increase by 10% per annum.

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