Tender for Maintenance, Upgrades, and Enhancements of Oracle Fusion, PeopleSoft, Oracle Cloud Applications and Oracle Cloud Infrastructure

IIMB/PUR/ERP/001/2025-26
Date: 13/03/2025

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Indian Institute of Management Bangalore

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1. Scope of the Tender

   Indian Institute of Management Bangalore (IIMB) (hereinafter referred to as the "Institute"), an Educational Institute of National Importance, invites E- bids on open tender two bids system for Maintenance, Upgrade, and Enhancement Solutions for Oracle Fusion, PeopleSoft, Oracle Cloud Applications and Oracle Cloud Infrastructure used by IIMB from eligible Vendors/Firms/Agencies.

   The tender document can be downloaded from the Central Public Procurement Portal (https://eprocure.gov.in/eprocure/app) and on Institute website at URL Link: https://www.iimb.ac.in/tender_notices. The submission of e-Bids will be only through the e- Tender portal https://eprocure.gov.in/eprocure/app . Bids will not be accepted in any other form.

2. Overview

   IIM Bangalore is using the following Oracle Fusion and PeopleSoft Campus Solutions applications on Oracle database. List of core modules are as follows:
   - Oracle Fusion Cloud Finance
   - Oracle Fusion Cloud Supply Chain Management (SCM)
   - Oracle Fusion Cloud Human Capital Management (HCM)
   - PeopleSoft Campus Solutions Application
   - Oracle PaaS Extensions
   - Oracle Cloud Infrastructure
   - Licence Optimization

   Oracle Integration Cloud

   a. Oracle Fusion Cloud Human Capital Management (HCM)

      The major modules in production are:
      - Core HR
      - Position Management
      - Absence Management (Leave)
      - Talent Management/Performance Management
      - Oracle Recruitment Cloud
      - Oracle Cloud Compensation Processing
      - HR Helpdesk
      - Oracle Learning Management

   b. Oracle Fusion Cloud Finance and Supply Chain Management (FSCM)
      The major modules in production are:
      - Accounts Payable
      - Accounts Receivable

- General Ledger
- Fixed Assets
- Project Portfolio Management
- Expenses
- Cash Management
- Budgetary Control
- Inventory Management
- Purchasing
- Order Management
- Cost Management
- Master Data
- P2P(Complete)
- O2C(Complete)
- Contract Management
- Custom Enhancements & Solutions
- Custom Integrations
- Payment Gateway Integrations
- Receivable Integrations
- Data Conversions

Closing Activities

c. **PeopleSoft Campus Solutions Modules**

Student Life Cycle Management Degree Granting Programmes – Prospects, Shortlisting, Academics Management, Finance, Graduation
- Campus Community
- Recruiting and Admissions
    1. Online Applications of all programmes
    2. CAT data upload and validation
    3. Shortlisting processes of all programmes
- Roll Number generation.
- Checklist Management
- Student Records
- Manage Personal Data
- Maintain Program actions
- Manage Program/Plan
- Academic Advisement - Advisement Report
- Course Catalogue - Configure and Maintain Courses
- Course Outline
- Class Creation and Maintain Schedule/Reschedule of Classes
- Student Guidelines and Declaration
- Term Activation
- Self Enrollment (Course Registration)
- Course Enrolment
- CCS Project Registration and Grading
- Track Attendance
- Student Seating Plan
- Classroom booking
- Student guidelines and declaration
- Student groups

- Course Feedback
- Gradebook
- Financial Aid and supporting activities
- Alumni Management
- Campus Self Service
- Manage Graduation – Transcript and Certificate Generation
- Office of International Affairs (OIA) and supporting activities
- Research track activities
    1. Course Self Enrolment, Milestones, Dissertation (DAC) activities
    2. Independent Study (IS)
    3. Dissertation Credits
    4. Teaching Assistanceship
    5. Research Assistantship
    6. Summer Projects
    7. Journal publications
    8. Conference grants and approvals
- Disability Module and supporting activities
- Survey and polling
- Three Year Track
- Integration
    1. Course bidding system
    2. HCM
    3. TAMS - Attendance
- Library requisitions
- Faculty Work Reports
- Faculty Work Plan
- Student housing and Complaint Management
- Student Mess accounting
- Student Financials
    1. Fee Setup
    2. Fee Collection for all activities
- Fee Reconciliation
- Payment Gateway Integration
- Virtual Account Number Integration
- Revenue Report – Quarterly and Yearly
- Fee Reports
- Oracle Fusion Integration
- Scholarship/Financial Aid/Waiver
- Stipend Disbursement
- TDS
- Invoice & Receipt Generation
- E-verification

Student Life Cycle Management - Executive Education Programmes

Long Duration, Short Duration Programmes & Custom Programmes
- Online Application & Shortlisting
- Fee Collection, Invoice Generation & Cancellation
- Milestone based Fee Collection
- E Invoicing
- Payment Gateway Integration
- Virtual Account Number Integration

- Digital Signatures
- Integration with Oracle Fusion
- Integration with GSTZEN for Customers
- Proforma Invoice Generation
- Reconciliation Reports
- Revenue Reports (Programme wise and Fiscal Year)
- Customer Outstanding Reports
- Advance Fee collection
- Tax Collection and Reporting (GST & TDS)
- Invoice & Receipt Generation

PaaS Extensions (Custom development)
- Faculty Development Allowance Management
- Billdesk Reconciliation
- E-Nidhi (Generic Payment Gateway Request workflow)
- Material Indent Requisition (MIR)
- Estate Complaint Management
- Sarvam Portal (IIMB Intranet Portal)
- Faculty Contribution Funds (FCF)

d. **Paybooks**
- Payroll Processing
- LTC Claim and Settlement
- Exit Process
- Pensioner Process

3. **Scope of Work:**

   IIMB expects the selected vendor to provide end to end (Regular Maintenance, Modification & Creation of modules as and when necessary) support for all modules of Oracle Fusion, People Soft, PaaS and Paybook listed above and ensure that the activities of the IIMB are carried out smoothly without any hinderance. The below are indicative specific requirement:

   a. The Annual Maintenance Contract will include support and enhancement of the following for Oracle Fusion Cloud Finance, SCM, HCM, PeopleSoft Campus Solutions, PaaS Extensions, Oracle Cloud Infrastructure and Oracle Integration Cloud:
   - All Modules in production
   - All Reports (customized and standard)
   - All Functionalities (customized and standard)
   - All Interfaces (customized and standard)
   - All Configurations (customized and standard)
   - Providing User Operational Manual and training as and when required
   - Major Enhancements to the existing modules to improve the work productivity
   - The annual Maintenance Contract will include support and enhancement for Oracle Fusion Cloud Finance, SCM, HCM, PeopleSoft Campus Solutions and PaaS Extensions.

b. Development of any other new requirement in future time to time or as and when required.

c. In case the work is awarded to a vendor/ company other than the existing vendor, the knowledge transfer, handing over & taking over, transition etc. shall be done within 4-6 weeks and no payment to the new vendor will be made during this transition period. The payment cycle/ contract period will start after complete takeover from the existing vendor. Certificate of successful knowledge transfer needs to be submitted by both the vendors.

d. Audit of the implemented Oracle Fusion Cloud, PeopleSoft ERP & suggestion to improve as per the industry best practices.

3.01 Support Activities required

a. Functional Support Activities
- Resolve functional setup issues or defects
- Resolve configuration and transaction related issues or defects
- Resolve Functional break fix calls either permanently or by workaround
- Handle issues related to data in production instance
- Conduct periodical online training for power users on application and support functionalities as and when required
- Prepare Business Process Flows and Documentations.

b. Technical Support Activities
  i. Resolve technical support issues or defects
  ii. Minor technical development to fix issues or defect
  iii. Technical defect fix in delivered or custom reports and interfaces
  iv. Support the customized objects
  v. Break-fix
  vi. Technical - Product Vendor Follow-up
  vii. Performance Issues (Tuning)
  viii. Root cause analysis
  ix. Error detection and correction
  x. Interfaces and Customizations issue fix
  xi. Technical Debt and Documentation

c. Database Administrator Support Activities
  i. Application server, web server and database server maintenance for Production Non-Production Environment
  ii. Project migration if required
  iii. Carry out routine health check activities and scheduling of scripts
  iv. Creation of new instances as required and refresh of non-production instance
  v. Active monitoring of production application in terms of utilization and other parameters
  vi. Support Test/UAT environment database refresh from Production.

d. Enhancement Activities
   i. Functional - Minor Enhancements (Setup Changes, Configuration changes, Profile changes)
   ii. Technical - Minor Enhancements (Source Code changes, custom reports, forms, workflows)
   iii. Major Enhancements (including development of custom reports, forms, workflows, business process, and bolt-on.)
   iv. Analysis and adoption of Isolation of Customizations

   e. Backup Continuity and Disaster recovery
   • Setting of backup and disaster recovery process and ensure secured full data backup including applications, configurations and user data.
   f. Helping end user
   i. Raise tickets on behalf of users
   ii. Support and guide end users in terms of navigation, data entry, process flow and report generation
   iii. Create New users or change in user permission or security
   iv. Online/ Personal training to end users (as and when required)

4. Detailed Scope of Work

   Maintenance of PeopleSoft Application at IIM Bangalore would include:

Activity	Modules	Period
Functional and Technical Support	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	5 years
Helping end-users in processing of any functionality	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	As and when required within the 5 years
Oracle Fusion Cloud and PUM Updates	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	Once in a year, Oracle Fusion Cloud and PUM Image Update for every application

Application configuration	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	As and when required within the 5 years

Addition of features	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	As and when required within the 5 years
Development of new modules, customization, enhancements, reports or interfaces based on changes in policy by Regulator, Government or Industry.	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	As and when required within the 5 years
Help in Generation of new reports(OTBI and BI), Queries	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	As and when required within the 5 years

Development of new modules, customization, enhancements, reports or interfaces based on changes in IIMB processes and activities	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	As and when required within the 5 years
Business process Review by Subject matter experts	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	As and when required within the 5 years
Setting of backup and disaster recovery process Standby server	Oracle Fusion Cloud Applications 24D (11.13.24.10.0) (or upgraded) - Oracle Fusion HCM - Oracle Fusion SCM - Oracle Fusion Finance PaaS Extensions (Custom developed) People Soft Campus Solutions	As and when required within the 5 years
Financial Year Closure	- Oracle Fusion SCM - Oracle Fusion Finance	Once a year
Payroll finalization/Integration with Paybooks	Oracle Fusion HCM (for both Salary and Pensioners)	Monthly as and when required

5. Service Level Agreement (SLA) metric for the Tendered Services:

The selected Vendor shall ensure 99% uptime for solution on 24*7*365 basis. In the case of any malfunctioning of the application system, the selected vendor should resolve the same as follows:

Type	Acknowledgment Time	Resolution Time	Remarks
S1	1 hour	2 hours	Production has stopped
S2	2 hours	8 hours	Incident has occurred but business has not stopped
S3	8 hours	24 hours	Incident not very critical
S4	12 hours	Depends on Complexity of the change request but not exceeding 10 IIMB working days.	Enhancement or Customization (Effort Estimates will be reviewed and approved by IIMB after evaluation)
S5	24 hours	Depends on Complexity of the change request but not exceeding 20 IIMB working days.	Augmentation or Creation of module (Effort Estimates will be reviewed and approved by IIMB after evaluation)

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

b. Any pending work or open complaint will also attract the penalty of Rs. 1000/- (Rs One Thousand) per day after 24 hours of the registration or information.

c. In case the Fulltime on-site Application Maintenance Engineer is absent without proper replacement / arrangement, a deduction from bill will be made for an amount of Rs.3,000/- per day for first 3 days and thereafter Rs.5000/-per day.

d. The resume of each engineer/analyst resource must be submitted to IIMB for review and approval before they are permitted to work on IIMB projects.

e. The total yearly levied penalty shall be restricted to a maximum of 10% of the yearly contract value.

f. The engineers shall normally follow IIM Bangalore working hours and days but shall have to cater to any troubleshooting any time of the non-working hours'/ holiday period upon call.

g. Frequent change of the engineers for support is strongly discouraged. If such changes are unavoidable, sufficient notice to IIM Bangalore should be given by the Vendor and details of the replacement engineer be provided to IIM Bangalore a priory.

h.   The engineer shall do preventive and predictive maintenance of the entire PeopleSoft/Oracle applications as per schedule fixed by department for downtime, if required.

i.   During the troubleshooting, the engineer shall transfer knowledge on configuration, maintenance and other key activities performed on PeopleSoft Application and proper document is to be handed over to IIM Bangalore.

j.   The successful bidder/ Company shall be fully responsible for the proper maintenance of the PeopleSoft application within the contact period from the date of acceptance of the of the Job. The contractor shall rectify the malfunctioning of any modules for any reason, either onsite or offsite, at his own cost, if any.

6.   Project Team composition

The following support is expected:

a. Oracle Fusion Cloud Techno-functional in - HCM
b. Oracle Fusion Cloud Techno-functional in - Finance and SCM
c. PeopleSoft Campus Solutions Techno-functional
d. PeopleSoft & Oracle Fusion - System Administrator cum Database Administrator, PaaS and Integration Techno-functional Specialists
e. Oracle Cloud Infrastructure Admin

6.1 Project Management Framework

To ensure effective delivery and collaboration, the vendor shall adhere to the following project management framework:

1. **Agile Methodology** – The project will follow an Agile framework with incremental and fast deliverables to ensure continuous improvement and adaptation to evolving requirements.
2. **Kanban Boards** – A Kanban board system will be used to track and manage product support activities efficiently, providing transparency and clear task prioritization.
3. **Daily Scrum Standups** – The vendor's team must attend daily stand-up meetings to review progress, discuss challenges, and align on daily goals.
4. **Continuous Feedback & Improvement** – Regular retrospectives and feedback sessions will be conducted to enhance processes and optimize performance throughout the project lifecycle.

6.2 Details of the Project Team composition

a.   The project team should include well-qualified and experienced professional. Some important criteria that should be adhered to while preparing the project team are as follows:

i. PeopleSoft Campus Solutions
1. Functional consultants with at least 2-3 years of experience of

PeopleSoft implementations in Education sector and at least 2 years of experience with Indian educational institutions.

2. Technical consultant with at least 2-3 years of PeopleSoft implementation and support experience. Experience in Education sector will be preferred.

3. Experienced in People Tools, Application Engine, Application Designer, Component Interface, Integration Broker, XML publisher report, SQR, PeopleSoft Query, Knowledge in SQL, OTBI and BI Reports

4. Experienced in
   · Diagnose issues, design a solution to the problem and implement it.
   · Provide innovative solutions for the project needs.
   · Technically design, document and enhance the PeopleSoft – Campus Solution as per the Business.
   · Involve in the analysis of the latest PeopleSoft Features PUM updates.
   · Ensure that project deliverables meet business requirements delivery timelines.
   · Deliver technical information, support, and training to internal customers to assist them in performing and improving their daily work processes.
   · Provide performance improvement suggestions.
     Knowledge of integration with Oracle Fusion and SQ
   · Solid understanding of all processes and reports

ii.   Oracle Fusion Cloud - Human Capital Management

1. Functional consultants with at least 2-3 years of experience of Oracle Fusion Cloud HCM implementations in Education/Corporate sectors.

2. Experience in implementing/upgrading/supporting Oracle ERP Cloud HCM engagements is required.

3. Experience in supporting managed service programs as a HCM functional consultant for Oracle ERP Cloud HCM engagements.

4. Working knowledge of data flow from other tracks such as Paybooks and Platforms such as Peoplesoft Campus Solutions.

5. Experienced in Report Writing Tools (OTBI and BI Reports) , Data Extracts, Data Loading, Fast Formulae, Customization (Working with Sandbox)

6. Experienced in
   • Responsible for handling incidents, problems, service requests, change management and release management activities in Oracle ERP Cloud HCM.
   • Provide end-to-end managed services support in compliance with

process flows and procedures.

- Coordinate with Business team to understand the requirements and figure out the best solution/ work around ensuring compliance.
- Ensure HR business process flows are complied with while resolving day-to-day operational issues.
- Assist the business team with all required reports/ templates during statutory audits and with creating test scenarios, test scripts and in UAT.
- Demonstrate the solution to the business and create user manuals/ training videos.
- Work closely with other ERP team members.
- Responsible to step up for any additional challenges and responsibilities.

iii. **Oracle Fusion Cloud - Financials and Supply Chain Management**

1. Functional consultants as Qualified Chartered Accountants with 2-3 years of experience pertaining to Oracle Fusion Cloud Finance and SCM implementation and support or Functional consultants with at least 2-3 years of experience of PeopleSoft implementations in Education sector and at least 2 years of experience with Indian educational institutions.
2. Experienced as a functional consultant in configuring, testing and troubleshooting for the following modules: Accounts Payable (AP), Accounts Receivable (AR), General Ledger (GL), Fixed Asset, Budget, Inventory, Expense, Procure to Pay (P2P) cycle, Order to Cash Order to Cash (o2C),PPM (Project Portfolio Management).
3. Technical consultant with at least 2-3 years of Oracle Fusion Cloud Finance and SCM implementation and support experience. Experience in Education sector will be preferred.
4. Experienced in Fast Formula, working with sandbox and Report Writing, Knowledge in SQL OTBI and BI Reports
5. Experienced in designing and troubleshooting

All staffing of team members will be done with approval by IIM Bangalore.

b. **Activity at the end of the Project**
    i. Handover all Technical, Functional and Training Documents to new vendor
    ii. Share all support ticket documents and train the end users.
    iii. Knowledge transfer to new vendor

iv.   Business Process walk through to new vendor.
v.   Critical customization and enhancement walk through to new vendor.
vi.   Overview of critical tickets raised during the support period.
vii.   IT Infrastructure overview of Production and Non-Production environment.

7. Eligibility Criteria

All the Bidders must fulfil the following eligibility criteria and submit the scanned documents and the declarations (duly self-attested) in support of their claim along with the Technical Bid.The Technical Bids not meeting the Eligibility Criteria stated below and not accompanied with the requisite documents as sought below shall be treated as incomplete and will be rejected.

Sl. No	Description	Document required
a.	Bidder should have executed at least 2 similar fresh setups/ AMC (HCM, Finance, SCM, PSFT Campus Solutions, and PaaS) in India or abroad in the last 3 years(as on 28.02.2025) out of which at least one project should be for an educational Institution in India or abroad. The annual Value of such projects should not be less than Rs.50 Lakhs(or equivalent foreign currency)	copies of contracts / agreements/ experience certificates /Purchase orders with clear details of the services provided , contract period and contract value.
b.	The bidder should be in the business of providing similar service for the last 5 years as on 28.02.2025.	copies of contracts / agreements/ experience certificates /Purchase orders for each of the five years
c.	Bidder should be a current certified partner of the Oracle	Documentary evidence from Oracle.
d.	Bidder should have at least 6 (six) Oracle certified development engineers.	Self-declaration of the list of engineers on bidder's letterhead
e.	The bidder must have at least one certified Oracle Fusion Consultant	Self-declaration of the name of the engineer(s) on bidder's letterhead
f.	The bidder must have at least one certified PSFT Engineer	Self-declaration of the name of the engineer(s) on bidder's letterhead
g.	The bidder must have expertise on Disaster Recovery and its Management as part of any earlier executed projects	Documentary evidence of projects executed
h.	Average financial turnover ending 31st March 2024 of the three financial years 2021-22, 2022 23 and 2023-2024 should be at least 3 Crores (Rupees Three crores only).	Copies of certified Audited Balance Sheets or a certificate from the Chartered Accountant / Cost

		Accountant indicating the turnover details for the years 2021-22, 2022-23 and 2023-24 shall be uploaded with the bid. Copies of financial statements for the period such as Profit and Loss Statements & Balance Sheet should also be submitted.
i.	Positive net worth for last three financial years ending 31st March 2024.	Copy of the certificate from the Chartered Accountant / Cost Accountant indicating the net worth
j.	GST, PAN and Company Registration	Copies of the certificates
k.	Company Profile: (not more than two pages) description of the company (addresses of Registered Office & Head Office, Contact Numbers, Primary Business)	Details on company Letter-head
l.	The bidders should not have been blacklisted/debarred from any Government organization during the period of last three years. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India	A Self- declaration to this effect on the Company letter head duly signed to be enclosed, as per **Annexure III**

8. Pre bid Meeting

Pre-bid meeting will be held on 21.03.2025 at 1100 Hrs on online through Zoom platform to address the queries of the bidders regarding the Tender. Interested bidders may send their queries on or before 20.03.2024 by 1700 Hrs. to the email id tenders@iimb.ac.in The prospective bidders interested in participating in the Prebid meeting must send the email IDs to which the meeting link has to be shared to the mail id tenders@iimb.ac.in . The replies to the queries will be uploaded on the CPP Portal/ IIMB Website.

9. Earnest Money Deposit (EMD):

Interested Bidders are required to pay the EMD for an amount of Rs. 2,25,000/- (Rupees two Lakhs Twenty Five Thousand Only).EMD should be submitted through NEFT or RTGS in favour of Indian Institute of Management Bangalore or through Bank Guarantee(as per **Annexure-IV**). If the bidder submits the EMD through Bank Guarantee, such bank guarantee shall be valid for the period of 120 days from the date of opening of the Technical Bid. The scanned copy of the BG should be uploaded with the technical Bid. The original Bank Guarantee must be delivered to address mentioned below on or before bid

submission date and time failing which the bid shall be rejected.

Senior Manager,
 Tendering & Contracts,
Indian Institute of Management Bannerghatta Road,
Bangalore 560076

Bank details for NEFT/RTGS transfer to IIMB

Bank Name	: HDFC Bank Ltd
Bank Street Address	: J.P. NAGAR BRANCH, BANGALORE
Branch Code	:0133
IFSC CODE	: HDFC0000133
Customer HDFC Bank a/c name	: Indian Institute of Management Bangalore
Customer HDFC Bank a/c number	:01331450000019

Copy of Bank guarantee or UTR details for NEFT/RTGS transfer should be uploaded with the technical bid.

i) **Micro and Small Enterprises (MSEs) only** as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted from EMD. However, they have to enclose valid UDYAM Registration Certificate for relevant category along with the Technical Bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

ii) The bidders who seek exemption from EMD as per clause no. 9(i) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

iii) EMD of unsuccessful bidders will be returned within 30 days of finalization of the tender. EMD of the successful bidder will be returned only after receipt of performance security.

iv) The amount of EMD (if any) is liable to be forfeited if the bidder withdraws from

the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance security.

v) No interest will be paid on the EMD.

10. Tender schedule:

Publish Date	13.03.2025 at 1700 hrs.	Bid Opening Date	04.04.2025 at 1600 hrs
Document Download Start Date	13.03.2025 at 1730 hrs.	Document Download End Date	03.04.2025 at 1530 hrs.
Pre-Bid Meeting	21.03.2025 at 1100 hrs.		
Bid Submission Start Date	13.03.2025 at 1730 hrs.	Bid Submission End Date	03.04.2025 at 1530 hrs.

Note:

i. If the bid opening date is declared an Institute holiday, the bids will be opened on the next working day.

ii. IIMB may at its discretion extend/ change the schedule of any activity and intimate the prospective bidders by notifications through CPP Portal/IIMB Website

iii. IIMB reserves the rights to accept or reject any bids or accept all bids either in part or in full or to split the order, or to annul the bidding process without assigning any reasons thereof.

11. Bid validity Period

The bid must be valid for 90 days from the date of opening of Technical Bids. A bid valid for a shorter period shall be rejected, being non-responsive. In exceptional circumstances, IIMB may request the bidders for the extension of the validity period.

The bidders shall not be entitled during the said period, to revoke or cancel their tenders or to change the tenders given or any term thereof. In case of bidders revoking or canceling their bids or varying any terms in regard thereof , the earnest money (if any) deposited by bidder with their offers, will be forfeited and the bidder may be debarred / blacklisted as per IIMB/Govt of India Rules.

12. Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting

their bids online on the CPP Portal. More information was useful for submitting online bids on the CPP Portal may be obtained at:
https://eprocure.gov.in/eprocure/app.

12.1 Registration

a. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.

b. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

c. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

d. Only one valid DSC should be registered by a bidder. Please note that the bidders a responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

e. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

12.2 Searching for Tender Documents

a. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

b. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be

moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.

c. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

12.3 Preparation of Bids:

a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

b. Bidder to go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

c. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

d. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or ''Other Important Documents'' area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

12.4 SUBMISSION OF BIDS

a. **Language of bid:** Bids and all related documents as well as all subsequent correspondence between the Bidder and IIMB shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case for purpose of interpretation of

the bid, the translation in English shall prevail.

b. Bidder 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.

c. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

d. Bidders are requested to note that they should necessarily submit their financial bids in the BoQ 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 colored (unprotected) cells with their respective financial quotes and other details (such as 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.

e. 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.

f. 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.

g. 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.

h. The bid summary has to be printed and kept as an acknowledgment of the submission of the bid.

i. The bid should be submitted in two Bids
    A. Technical Bid:
        (a)   EMD: Copy of the UTR details for online transfer to IIMB Or Copy of the Bank Guarantee OR Udyam Registration Certificate for EMD exemption.
        (b) Copies of the documents supporting Eligibility Criteria Clause 7 [a] to [l]
        (c) Annexure I, II & V

    B. Financial Bid: Bidders are requested to note that they should submit their financial bid in the BoQ format provided and no other format is acceptable.

    A Screenshot of the BoQ is as below

Validate	Print	Help		**Item Rate BoQ**				

Tender Inviting Authority: CAO

Name of Work: Maintenance, Upgrades, and Enhancements of Oracle Fusion, PeopleSoft, Oracle Cloud Applications and Oracle Cloud Infrastructure

Contract No: IIMB/PUR/ERP/001/2025-26

Name of the Bidder/ Bidding Firm / Company :	

PRICE SCHEDULE
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder Rs. P	GST (%)	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT Without Taxes (In Words)
1	Maintenance, Upgrades, and Enhancements of Oracle Fusion, PeopleSoft, Oracle Cloud Applications and Oracle Cloud Infrastructure including deployment of two engineers on full time basis at IIMB as per tender						
1.01	For Year 1	1.000	Nos			0.00	INR Zero Only
1.02	For Year 2	1.000	Nos			0.00	INR Zero Only
1.03	For Year 3	1.000	Nos			0.00	INR Zero Only
1.04	For Year 4	1.000	Nos			0.00	INR Zero Only
1.05	For Year 5	1.000	Nos			0.00	INR Zero Only
Total in Figures						**0.00**	INR Zero Only
Quoted Rate in Words		**INR Zero Only**					

This is for reference only and not to be filled and submitted along with the Technical Bid.

Note for Financial bid and the Price quoted by the Bidders:
  • Bidders must quote in Indian Rupees only.

- The Prices quoted shall be kept firm throughout the duration of contract of this work and no price escalation shall be entertained.
- Price schedule should include all required services of the modules as per the tender.

12.5 ASSISTANCE TO BIDDERS:

a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the email id tenders@iimb.ac.in on or before 20.03.2025 1700 hrs.

b. 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 numbers.

13 Opening of Bids

Technical Bids will be opened on 04.04.2025 at 1600 hrs.

Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be intimidated through CPP Portal.

14 Evaluation of bids

Technical Bid Evaluation:

a) Eligibility Criteria evaluation

The technical bids consisting of all documents indicated in clause 12.4 i A, meeting all the eligibility criteria and EMD clause and submitted the documents for the same will be considered for further evaluation. Bids not meeting the eligibility criteria and EMD clause will be rejected and not considered for further evaluation- Technical Evaluation.

b) **Presentation:**

Bidders meeting eligibility criteria evaluation as above will be called for a comprehensive presentation at IIMB before IIMB committee. The presentation will be for 30 minutes to be followed by queries from IIMB Committee. The presentation should cover:

Sl No	Evaluation Criteria	Marks
1	**Profile of the Firm** – Overview, experience, and expertise in Oracle Fusion, PeopleSoft, and Oracle Cloud support.	15
2	**Relevant Projects** – Past projects successfully completed that align with IIMB's scope.	15
3	**Proposed Human Resources & Analyst Demo** – Quality of proposed analysts/resources, their experience	20

4	**Approach & Methodology** – Detailed plan for executing this project, including project management framework, SLAs, and innovation strategies	25
5	**Technical & Functional Capabilities** – Demonstration of capabilities, tools, and best practices for maintaining and enhancing Oracle applications.	25
	Total	**100**

Only those bidders who score minimum 70 marks in the presentation will qualify for opening of Financial bids.

Financial Bid Evaluation

The Financial Bids would be opened only to those bidders who have qualified in the technical bid evaluation as indicated above. A comparative chart of all the Financial Bids will be prepared, and the bidder who has quoted the total lowest amount for the 5 years period as per the BoQ will be treated as the successful bidder.

Note: The purchase preference will be given to MSEs having valid Udhyam Registration and whose credentials are validated online through Udhyam Registration Portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 12.02.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. In respect of bid for Services, the bidder must be Service provider of the offered service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service.

15   Amendment/ cancellation of tender document:

At any time prior to the deadline for submission of proposals, Institute may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder modify the Tender Document by issuing an addendum/corrigendum. Any Addendum/corrigendum thus issued shall become a part of the Tender Document and will also be posted on the website of the Institute. To provide reasonable time to the prospective Bidders to take an addendum into account while preparing their proposals, the deadline for submission of proposals may be extended, at the discretion of IIMB, if required.

IIMB has the right to cancel this tender at any point of time without assigning any reasons. [Any EMD collected shall be duly returned to the bidders]

16   Award of Contract and Commencement of Operations

The IIMB will award the Contract to the successful Bidder, provided further that the Bidder has been determined to be qualified to satisfactorily perform the Contract. Please refer Clause 14 above.

Before issuing a Letter of Award (LoA) to the successful Bidder, IIMB may, at its discretion, ask Bidder to submit for verification the originals of all such documents whose scanned copies were submitted online along with the Technical bid.

a. Letter of Award (LoA)

The Bidder, whose bid has been accepted and documents verified (at the discretion of IIMB), shall be issued a Letter of Award by IIMB.

b.   Performance Security

Within 14 days of receipt of the Letter of Award, Performance security shall be submitted by the contractor to IIMB. Please refer Clause 17 (iii) for information on Performance security.

c. Signing of Contract

Within seven working days of receiving performance security, the successful bidder should execute a contract with IIMB.

d.   Commencement of operations

The successful bidder shall commence the service tentatively from 01.05.2025.

17   General Conditions of Contract

i)   **Term:** Initial period of contract will be only for 1 (one) year which may be extended further for four years (on yearly basis) on satisfactory service/performance of each year and subject to approval of Competent Authority, IIMB.

ii)   **Payment Terms:** Vendor should raise the quarterly invoice after each quarter of the successful service rendered. Payment will be made on quarterly basis after the satisfactory service in each quarter

The invoices submitted by the Vendor will be subject to validation as per the accounting and audit policies of IIMB.

IIMB shall pay such Invoices within thirty (30) days from the date of receipt of the undisputed invoice. Before making such payments, Income tax as per rules will be deducted.

On receipt of the Final payments, the Vendor shall furnish a **"No Claim Certificate"** to IIMB.

iii) **Performance Security (PS)**: A Performance security at **5% on the contract value for the first year** in the form of Bank Guarantee drawn from any nationalized bank or in the form of online bank transfer to IIMB shall be provided by the Bidder within 14 days from the date of issue of letter of award. The PS shall be valid for one year and additional two months. On extension of the contract for the second and subsequent years, PS at 5% of the annual contract value for the respective year valid for 14 months should be submitted. On submission of the PS for the renewed period, the PS for the previous year will be returned.

- The PS shall be released after the completion of the work pursuant to this Contract based on the "Completion Certificate" issued by IIMB stating that the Bidder has completed the work in all respects, satisfactorily. The PBG, however, shall be released only after the expiry of the contract period, and after clearance of the final bill based on **"No Claim Certificate"** from the Bidder.
- In case where the Contract has been rescinded, the PS will be forfeited and the Bank Guarantee shall be encashed and the balance work shall be completed independently by IIMB at the risk and cost of the Original successful Bidder.
- In case the contract being determined as terminated or rescinded under provision of the contract, the PS shall be forfeited in full.

iv) **Default:** In the event the Bidder contravenes any of the provisions of the Contract or neglects to carry out his obligations of the Contract, IIMB may give notice in writing thereof requiring the Bidder to remedy the breach within seven days, or within such period as IIMB may agree to be reasonable and in the event of the Bidder failing to do so, IIMB will be at liberty to procure the services from third party vendors or have the work which the Bidder has neglected to do, carried out by a third party at the Bidder's cost and risk. In such an event IIMB shall have the right to terminate the Contract.

v) **Intellectual Property Rights (IPR)**
   a. The Bidder undertakes not to, in any manner, claim all or any part of the IPR or commercially exploit all or any of the proprietary rights generated and developed by IIMB as vested whether trademarked, copyrighted or not.
   b. The Bidder acknowledges that all IPR relating to the entire content of the

existing IIMB website, and all the output relating to the service belongs to and vests exclusively with IIMB and under no circumstances whatsoever the Bidder shall claim all or any rights proprietary or otherwise over all or any portion of the IPR belonging to IIMB.

c. **Work made for hire:** The Bidder expressly acknowledges that the material contributed by it hereunder, and its services hereunder, are being specially ordered and commissioned by IIMB for use in connection with the service. The work contributed by the Bidder hereunder shall be considered a "work made for hire" as defined by the copyright laws. IIMB shall be the sole and exclusive owner and copyright proprietor of all rights and title in and to the results and proceeds of the Bidder's services hereunder in whatever stage of completion. If for any reason the results and proceeds of the Bidder's services hereunder are determined at any time not to be a "work made for hire", the Bidder hereby agrees to irrevocably transfer and assign to IIMB all right, title and interest therein, including all copyrights, as well as all renewals and extensions thereto.

vi) **Data Security:** The Bidder shall use inputs provided by IIMB solely for performing its obligations under this Contract, and will not, at any time, transfer, save, download, print, disclose, or in any other way use the inputs other than as directly required for the provision of the services under this Contract or as directed by IIMB in writing.

vii) **Access transfer:** The Bidder shall share complete knowledge transfer of user ids, passwords, and other access details etc to IIMB at any time.

viii) **Confidentiality:** Both the Parties hereby undertake that under no circumstances whatsoever they shall disclose any of the Terms of this Contract and all or any Confidential Information belonging to the other party like financial plans, business plans, and others, declared confidential to which they might have access during the association with one another in terms of this Contract, except to the extent that is already in public knowledge/ domain. The Confidential Information as hereinabove detailed shall not be disclosed during the subsistence of this Contract and thereafter for a period of five years from the date of termination of this Contract for whatever reason. The successful bidder is required to enter into a non-disclosure agreement.

ix) **Indemnity:** Either Party (Indemnifying Party) shall indemnify, defend and hold harmless the other Party (Indemnified Party), its directors, officers and employees from and against any and all claims, demands, liabilities, and

reasonable attorney's fees but only in proportion to and to the extent such claims, liabilities, and attorney's fees arise from any errors and any act/commission/omission on part of the Indemnifying Party or in connection with any work, authority or jurisdiction delegated to the Indemnifying Party under this Contract.

x) **Arbitration:** Any dispute arising under the terms of this Contract which cannot be resolved by the Parties shall be referred to arbitration as mutually agreed by the parties, in writing. The said Arbitration shall act under the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications or re-enactment thereof or any rules made thereof. The arbitration shall take place in Bangalore, India. Proceedings shall be conducted, and documentation presented in English. It shall further be agreed that, the decision of the arbitration shall be final and binding on both the Parties.

xi) **Jurisdiction:** This Contract shall be governed and construed in accordance with the Indian Laws and subject to the exclusive jurisdiction of competent courts at Bangalore, India.

xii) **Termination:**

a. **Termination for convenience:** Either Party can terminate the Contract for convenience, by giving at least 60 (sixty) days prior written termination notice to the other Party.

b. **Termination due to Breach**: In the event the successful bidder materially breaches the Contract, IIMB may, without prejudice to its other rights and remedies, terminate the Contract by giving prior written notice of thirty (30) days, provided that the breach remains uncured at the end of such notice period.

c. **Termination for Insolvency:** IIMB may terminate the Contract Agreement upon written notice to the successful bidder in the event the said bidder (i) seeks reorganization or release under applicable law, (ii) seeks the appointment of a trustee, receiver or custodian, (iii) becomes the subject of a proceeding seeking the liquidation, winding-up, dissolution, reorganization or the like of the said bidder, and such proceeding is not dismissed within sixty (60) days of the commencement thereof, (iv) makes an assignment for the benefit of creditors, or (v) has a substantial part of the said bidder's property become subject to any levy, seizure, assignment, application or sale for or by any creditor or government agency.

d. **Effect of termination:** In the event of termination of the Contract, the

successful bidder agree to promptly deliver all the deliverables applicable to the fullest extent conceived, created or developed prior to the date of termination.

Further, upon termination of the Contract, (i) the successful bidder shall cease to provide the Services (ii) IIMB's only liability shall be to pay the fees for the Services completed to the satisfaction of IIMB.

xiii) **Assignment:** The Bidder shall not transfer, assign or sublet the Contract or any part thereof without the prior written consent of IIMB. Any permitted transfer/assignment or subletting shall not relieve the Bidder of any of his obligations which might have arisen before such permission was given.

xiv) **Notice:** All notices, including notice of address change, required to be sent hereunder shall be in writing and shall be deemed to have been delivered when mailed by first class mail or reputed courier service return receipt requested, to the address stated in the first page of the SLA. Electronic communications are admissible provided these are sent with delivery confirmation receipt and followed by physical copy mailed as set forth above.

xv) **Force Majeure:** No Party shall be in default under this Contract by reason of its failure or delay in the performance of its obligation, if such failure or delay is caused by acts of God, Government Laws and Regulations, Strikes/lock-outs, war, natural calamities or any other cause beyond its control and without its fault or negligence. The Party claiming the relief under force majeure shall notify the other Party thereof without undue delay and if the impediment continues for more than three (3) months due to such causes as mentioned above, either party shall be entitled to terminate the Contract by written notice to the other party without incurring any liability for breach of contract.

xvi) **Rejection of Bids**: In addition to rejection of bids for any reasons mentioned in the tender document, the bid is liable for rejection for the following reasons.

- Bid not submitted in accordance with this document.
- Bid is received in incomplete form.
- Bid is not accompanied by all requisite documents.
- Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Any licensing metric other than Full Usage License.
- In case any party submits multiple proposals.

Annexure-I

Bidder Information Form
(On Company Letterhead)

Bidder's Name:

[Address and Contact Details]
Tender Document No. Tender No./_____;   Date:
Tender Title:

Note: Bidder's wrong or misleading information may result in bid being rejected as nonresponsive, in addition to other punitive actions provided for such misdemeanours in the Tender Document.

1) **Bidder/ Contractor particulars:**

(a) Name of the Company:

(b) Legal Entity of Bidder (Proprietorship /Partnerships /Private Company /Government Institutions:

(c) Place of Registration/ Principal place of business/ manufacture:

(d) Complete Postal Address:

(e) Pin code/ ZIP code:

(f) Telephone nos. (with area codes):

(g) Mobile Nos.:

(h) Contact persons/ Designation: (i) Email IDs:

2) **Taxation Registrations:**

(j) PAN number:

(k) GSTIN number:

3) **Bidder's Authorized Representative Information**

(l) Name:

(m) Address:

(n) Telephone/ Mobile numbers:

(o) Email Address:

(Signature)

(Name, designation, and seal of company)

ANNEXURE – II

Undertaking

To

Chief Administrative Officer

Indian Institute of Management Bangalore

Bannerghatta Road

Bangalore-

560076 Ref : -

Tender No:

(Tender for Maintenance, Upgrades, and Enhancements of Oracle Fusion, PeopleSoft, Oracle Cloud Applications and Oracle Cloud Infrastructure)

Sir,

I. I /We hereby submit our bid for ....along with other required documents.
II. This is to certify that I/We before submitting this bid have read and fully understood all the terms and conditions, Scope of Service and instructions contained therein and undertake myself / ourselves abide by all of them.
III. Our bid is valid for 90 days from the date of opening of Technical Bid.

Yours faithfully,

(Signature)

(Name, designation, and seal of company)

Date:

ANNEXURE – III

Self-Declaration

To

Chief Administrative Officer

Indian Institute of Management Bangalore

Bannerghatta Road

Bangalore-560076

Sir,

In response to the RFP dated____, I, Mr./Ms_____ ,as a_____, hereby declare that I/our firm/our company_____ am/is (a) not insolvent; (b)there is no vigilance and / or court case pending against me/our firm /our company ; (c) no inquiry or investigation is pending against me our firm/ our company from any statutory regulatory and / or investigation agency(d) I/our firm/our company have/has not been blacklisted by any Government body/ PSB/PSU neither indefinitely or in the last three years and (e)I/our firm/our company have/has all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business.

(Signature)

(Name, designation, and seal of company)

Date:

ANNEXURE – IV

Format of Bank Guarantee towards EMD

Whereas _____(hereinafter called the bidder") has submitted their offer dated _____for the supply of _____(hereinafter called the tender") against the purchaser's tender enquiry No._____

KNOW ALL MEN by these presents that WE _____ of _____having our registered office at

_____are bound unto _____(hereinafter called the "Purchaser")

In the sum of _____

for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ___ day of _____20_____.

THE CONDITIONS OF THIS OBLIGATION ARE:

(1)   If the bidder withdraws or amends or modifies or impairs or derogates from the Tender in any respect within the period of validity of this tender.

Or

(2)   If the bidder having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-

        (a) If the bidder fails to furnish the Performance Security for the due performance of the contract.

        (b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 120 days after the opening of technical bids i.e., up to...............and any demand in respect thereof should reach the Bank not later than this
date.

_____

(Signature of the authorized officer of the Bank)

Name and designation of the officer Seal,

Name & Address of the Issuing Branch of the Bank

ANNEXURE V

VENDOR BANK DETAIL FORM

(Please submit this in your letter head with technical bid)

The Indian Institute of management Bangalore
Bannerghatta Road Bangalore –
560 076

Dear Sir,

I / We hereby request you to remit our payments to our bank account as per the details furnished below:

Sl. No.	Particulars	Details
1	Name of the Agency /Company	
2	Complete Address	
3	Name of the Contact Person	
4	Contact Numbers and Email ID	
5	Savings /current Account No.	
6	Name of the Bank	
7	Name of the branch with complete address	
8	IFSC Code	
9	PAN Number	

I / we hereby declare that I /we are authorized to sign this form and that the particulars furnished above are correct and complete in all respects. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I /we shall not hold IIMB responsible.

Please find enclosed a cancelled cheque for your reference.

Authorized Signatory: Signature Attested by
Banker

Name: Name:

Designation: Designation:

Date: Date: