



IIT Gandhinagar

**Indian Institute of
Technology Gandhinagar**

Institute Management Systems

Request for Information

PART-A

Request for Information (RFI) Document

1. Objective

Indian Institute of Technology Gandhinagar (IITGN) plans to achieve operational efficiency by enabling its institute's activities using information technology. It plans to implement Institute Management Systems (IMS) to manage academic, administrative, human resource, financial, classroom, learning management, external connect (e.g. alumni and placement), and all other related activities.

Through this RFI (pre-qualification) process, IITGN plans to gain a better understanding of the current market for the services required. In addition, IITGN is interested in identifying vendors who have demonstrable history of successfully executing similar projects in higher education space and have the competence to provide resources for the full project lifecycle starting from requirements gathering onwards to post-implementation support.

This document outlines the vendor selection process, the requirements of IITGN and responses required from vendors interested in partnering with IITGN.

2. IITGN Background

IITGN was started in 2008 in a temporary campus at Gandhinagar, Gujarat. The permanent campus is expected to be operational by June 2014. IITGN currently has 700 students and faculty members and expects this number about 2500 in 5 years and 5000 in 10 years. IITGN offers undergraduate, post-graduate and doctoral programs. In addition, IITGN conducts academic research and collaborates with industry through various programs.

3. Outcome of Process

IITGN requests the information from vendors regarding their capabilities and experience to implement IMS. Based on this information, vendors will be shortlisted for the next stage under the following **groups**: (1) system integrators for the entire IMS (2) application software vendors for one or more subsystems and (3) hardware vendors. Vendors can express interest for more than one group if they have the required capabilities.

4. Detailed overall and RFI process

The overall process will have the following steps:

- Conduct RFI process
- Check reference
- Inform vendors shortlisted for Request for Proposal (RFP) process in each group (1) system integrator (2) application software (3) hardware
- Circulate RFP to shortlisted system integrators (group 1), select final vendor and finalize contract

- Based on the selected system integrator input, add to list of vendors who have expressed interest in only group 2 and 3
- Circulate RFP to shortlisted group 2 and group 3 vendors, select final vendors, and finalize contracts
- Pilot (s) (Expected mid 2013)
- Full scale rollout(Expected early to mid-2014)
- Post implementation support

The outcome of the RFI process is to select vendors in each group. Next the system integrators will be selected through the first stage of the RFP process. Subsequently, additional software and hardware vendors may be added based on suggestions from the selected system integrator. The second stage of the RFP process would then continue for group 2 and 3. The system integrator is also free to participate in the second stage. Once all the vendors are finalized, the pilots will begin.

The RFI process will have the following detailed steps and timelines

Activity	Date of completion
Release of RFI	Feb 15, 2013
Questions submitted over one consolidated email from each vendor	Feb 26, 2013
Answers to consolidated questions provided to all vendors	Mar 5, 2013
Submission of RFI response	Mar 14, 2013. 5:00 PM
Inform vendors shortlisted for pre-bid presentation	Mar 25, 2013
Pre-bid presentations	Mar 30 & 31, 2013

Post the face-to-face presentations, references will be checked and vendors shortlisted for the RFP process will be informed.

While the above process is indicative, IITGN reserves the right to make any changes deemed suitable.

5. Scope

IITGN has classified systems for enabling their institute's activities under four pillars:

- **Administrative** such as financials, HR, payroll, facility management, materials management, asset management and technology enabled classrooms.
- **Academic** such as student information systems. R&D management systems, library automation.
- **Classroom and learning management** systems such as content management systems, document management systems.

- **External connect** systems that provide links outside the institute including alumni, placement.

Apart from the above, there are several areas across the pillars that are included in the scope of this implementation such as

- Email communication
- Information Security and Data Integrity
- Event management
- Language translation
- Disaster recovery and business continuity
- Multiple currency and Line of Currency (LoC) capability
- Mobility enabled
- Remote access
- Data migration requirements from legacy systems

While all the new systems proposed to be installed should integrate with each other, interfaces will be required with a small number of existing systems such as Tally 9.0 accounting system, library automation systems, and current email system.

For a detailed list of requirements, please refer to the response document.

While IMS will work through the following *physical* infrastructure, their *installation and maintenance* is out of scope of the IMS

- Equipment for the offices, classroom, labs, library, such as smart access equipment, projectors, PCs, laptops, video conferencing
- Network
- Internet & Wi-Fi.

The above scope is not intended to be exhaustive but indicative. Any other additional activity, which IITGN deems to be beneficial, can be later on added to the scope of activities.

6. Model of engagement

IITGN would like the group 1 (systems integrator) vendor to use a managed services model for the above systems for a period of five years from date of go-live. Managed services will include providing software licenses, hardware, maintenance (bug fixing, enhancements, and upgrades), production support, training of IITGN personnel and other related activities. The systems integrator will take end-to-end ownership as a single point contact to ensure smooth functioning of the IT operations by providing requisite resources themselves or sourced from selected group 2 and 3 vendors.

7. Detailed requirements and response submission

For detailed requirements and response submission, please refer to attached document. Please answer those *depending on the group (s)* for which you would like your organization to be considered.

8. Selection criteria

The following selection criteria will be used to shortlist vendors for the face-to-face presentation:

- Breadth and depth of capabilities to deliver the requirements
- Depth of experience in delivering similar requirements -
- Financial and operational stability of vendor
- Awards received for similar assignments from reputed International/Indian Institutions
- RFI document completed as per specified format (e.g. providing all mandatory information, not exceeding word limits)
- Preference shall be given to reputable software vendors who have a successful track record of at least two implementations in post graduate institutions/universities comparable to Indian Institutes of Technology (IITs) in stature, system requirements etc., from India or abroad.
- Weightage will be given to those vendors who recommend innovative ***low cost*** solutions (e.g. through use of open source etc.)

Additionally, the following selection criteria will be used to shortlist vendors for the RFP:

- Ability to showcase existing or potential capabilities during the pre-bid presentation
- Excellent reference checks from clients who had/have similar requirements
- The RFP response will be required in two parts, i.e., technical bid and financial bid in two separate sealed envelopes. The technical bid will be opened first; subsequently the financial bids of only eligible vendors whose technical bids are found suitable (by the committee) will be opened.

Through the entire vendor selection process the following will apply:

- Even though a vendor/applicant may satisfy the specified requirements, bids/applications shall be liable to disqualification if:
 - Misleading or false representations have been made or information deliberately suppressed in the forms and enclosures required in the pre-qualification document.

- The party has a record of poor performance such as abandoning work, not properly completing the contract etc.
- IITGN reserves the right to accept or reject any application and to annul the entire vendor selection process as well as reject all applications at any time, without assigning any reason or incurring any liability to the applicants.
- Any effort, on the part of the vendor/applicant or his agent, to influence or to pressurize IITGN shall result in rejection of the application. Canvassing of any kind is strictly prohibited.

While the above criteria are indicative, IITGN may choose to change criteria as need based on additional information obtained from the vendors or otherwise. IITGN also reserves the right to restrict the short-listing of firms to any number deemed suitable by it.

9. Contacts from IIT Gandhinagar

The following will be the contacts for vendors for this RFI

- For questions and clarifications:
Asst.Registrar (M.M.),
Indian Institute of Technology Gandhinagar
Vishwakarma Government Engineering College Complex,
Chandkheda, Visat-Gandhinagar Highway,
Ahmedabad – 382424
Email: purchase@iitgn.ac.in
- For RFI Submission
Please address to The Director as per letter of transmittal and send to Asst.Registrar (M.M.),