

To,
M/S

Ref No.IIT/SBERTC/CM/BV/22.03.2018

Tender for Event Automation Software

The Indian Institute of Technology Kanpur is a hub of research and innovation.

Every year Indian Institute of Kanpur organize events related to the research work and provides an opportunity for networking to researchers, academicians and industry executives.

With the aim to provide a platform to showcase the cutting-edge research and streamline the events, we plan to automate all the processes, the major features required are

1. Complete lifestyle management of event management from inception/concept to final closure.
2. Customizable workflow through GUI- without programming.
3. Based on open source web technology.
4. Integration with Microsoft office for email and calendar.
5. Task Tracking and time taken to complete task to optimize process.
6. Compatible with latest security standards.
7. Including 3 years' customization & upgrades, post warranty support

Additional Features:

1. The automation system should run efficiently and seamlessly and be deployable on all platforms (Windows, Linux, Mac, etc.). For users, UI should work on all common browsers like Internet Explorer, Firefox, Chrome, Safari, etc
2. Since the number of researchers, academicians and industry executives could multiply over the years. The software should be scalable for such expansion.
3. The software should provide seamless services on mobile and handheld devices.
4. The vendor should provide complete database schema and access to raw data, so that in the event IITK decides to change the automation software in part or whole, the existing data can be easily updated and seamlessly ported to the new software to allow for future maintenance and updates in case of any eventuality.
5. The vendor must share the source code of application software.
6. Data flow from various modules should be seamless and the updated data must be visible to all the concerned personnel.
7. Data security, Data integrity and Information security: only the concerned authority or user should see the relevant data; access for permission at all levels; role based authentication and access at various level.
8. The solution must be to make the process paperless as much as possible.
9. The solution should be accessible from outside
10. Regular backup and recovery of the complete database and application software. Complete protection against data losses.
11. The support system should be available 24x7.

-
12. May require two full time staff support for a period of 6 months (can be extended).

Model of Engagement

1. IITK would need the vendor to use a managed services model for the above systems for a period of five years from date of go-live. In particular, the vendor must provide automation software installation, commissioning, hardware and software maintenance, regular backup module, and complete support for the five years after go-live by a dedicated onsite team. Managed services will also include providing software licenses, hardware, bug fixing, enhancements, upgrades, functional and technical training of SIIC personnel, and other related activities
2. Bug fixing, feature enhancement and higher-level support may be provided through offsite backend.
3. IITK expects the complete automation to go live with 3-4 weeks after the order has been awarded.
4. The vendor will take the end-to-end ownership as a single point contact to ensure smooth functioning of the IT operations by providing requisite resources.
5. The solution be available as separate app for the Android, IOS and PC.

IITK reserves the right to make any changes deemed suitable in the above process depending on the need.

Quotation should reach undersigned by **25th April 2018. (Date extended)**

The Vendors are requested to send their detailed response to the following address:

Dr. B.V Phani

6th floor Rajeev Motwani building IIT Kanpur, Kanpur- 208016

Terms & Conditions:

1. All quotations must contain complete technical details of the product inside Technical Bid Envelope in case of two-bid system.
2. Quotation must be valid for 60 days, in case of import this should be valid for 90 days
- 3. All prices are to be FOR IIT Kanpur.**
4. Please provide official e-mail id for conversation post quotation opening.
5. Delivery period must be within 2 weeks from purchase order date.
6. The institute is exempted for payment of Excise duty under notification No. 10/97 & partially custom duty (@5.15%), under notification 51/96 and a road permit will be provided, if applicable.
The Concessional Form 'C/D' have been abolished w. e. f. Apr 01, 2007.
7. Our standard payment terms and conditions is 90% on installation and 10% after inspection and approval.
8. The Penalty @1% per week or part thereof subject to max 10% of the delivery price will be deducted from the balance payment, if supply is not completed within aforesaid delivery period.
9. Preference will be given to only those vendors who have Service/ Repairing center stationed at Kanpur (Single point of contact in Kanpur for any service related issues)
10. No Call Locking will be entertained (in/out stationed). If at all it is required then it will be performed by local Maintenance Engineer.
11. Testing of the product onsite is mandatory
12. In no case, the suppliers shall be provided with remote access of the servers.
13. It is mandatory to quote for above given optional, else the quotation may be rejected.

-
14. Reporting time should not be more than 2 hours
 15. Resolving time should not be more than 2 days
 16. At any time prior to the deadline for submission of bid, the Institute may, for any reason, at its own initiative, modify the bid document by amendments. Such amendments shall be uploaded on the website through corrigendum and shall form an integral part of bid document. The relevant clauses of the bid document shall be treated as amended accordingly. It shall be the sole responsibility of the prospective bidders to check the website from time to time for any amendment in the tender document. In case of failure to get the amendments, if any, the Institute shall not be responsible for it.
 17. Vendor is expected to submit only one best bid per tender specifications.
 18. A higher warranty may be given preference.
 19. The Institute reserves the right for accepting and rejecting any quotation without assigning any reason thereof. Also, The Institute reserves the right to reject or accept all or any of the offer made above.
 20. IIT Kanpur has the right to accept the whole or any part of the tender or portion of the quantity offered or reject it in full without assigning any reason.
 21. In Case of two-bid system: Sealed quotations are invited Technical bid & financial bid from reputed, eligible & resourceful bidders for supply, installation of Server, etc. complete in all respect. The sealed envelopes with the quotes should be super scribed mentioning whether it is a technical or financial bid.
 - o If the financial Bid is included in the Technical Bid, then the quotation will be rejected.
 22. Vendors are requested to quote only in Indian currency (Rupees). If the vendor wants to quote in an alternate currency, the vendor should seek an explicit permission from the department before sending the bid.
 23. Maximum educational discount should be offered wherever applicable.
 24. Institute is partially exempted from GST and the same should be offered in your bid as well.
 25. The vendor must provide official email address for communication and should notify that clearly in the quotation description, just referring to letterhead will not be accepted as sufficient proof of official email of communication.
 26. Every communication must be received at IIT Kanpur within 2 business days from the date stamped on the letter if posted via conventional postal email
 27. Any communication letter if posted via conventional postal mail must also be sent on following email bvphani@iitk.ac.in