

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-10-2025 13:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-10-2025 13:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Heavy Industries And Public Enterprises
विभाग का नाम/Department Name	Department Of Heavy Industry
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	National Automotive Board
वस्तु श्रेणी /Item Category	Hiring of Agency for IT Projects- Milestone basis
अनुबंध अवधि /Contract Period	5 Year(s) 1 Day(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	500 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Exemption for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईएमडी राशि/EMD Amount	600000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	62

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the 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.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लभार्थी /Beneficiary :

M/s International Centre for Automotive Technology
Plot No. 26, Sector - 3, IMT Manesar, Gurugram - 122051, Haryana
(Icat)

बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
3. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
4. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Price Bid - [1758868088.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work:[1758868102.pdf](#)

Payment Terms:[1758868108.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters

are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Technical Evaluation Parameter	100	70	View File

Total Minimum Qualifying Marks for Technical Score: 70

QCBS Weightage(Technical:Financial):70:30

Presentation Venue:Pascal Meeting Room, International Centre for Automotive Technology (ICAT), Plot No. 26, Sector - 3, IMT Manesar, Gurugram - 122051, Haryana

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
09-10-2025 15:00:00	Pascal Meeting Room, International Centre for Automotive Technology (ICAT), Plot No. 26, Sector - 3, IMT Manesar, Gurugram - 122051, Haryana

Hiring Of Agency For IT Projects- Milestone Basis (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specif ication n	मूल्य/ Values
कोर / Core	
Scope of Work	Project Planning and Management , System Study and Design , Business Process Reengineering , Development of Application , Network Connectivity , Data Digitization , UAT & Go live , Data Migration , Integration with external applications , Capacity Building , Operation & Maintenance (O&M) , As per ATC
Resources Needed	As specified in Scope of work
Deployment of core team	Onsite
Deliverables / Timelines	As per ATC
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity set to 1	अतिरिक्त आवश्यकता /Additional Requirement
1	Girish Chander	122051,INTERNATIONAL CENTRE FOR AUTOMOTIVE TECHNOLOGY Plot No 26, Sector 3, HSIIDC, IMT-Manesar, Gurgaon 122050	1	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Scope of work : **Implementation of ERP Solution (ZOHO on PAC Basis) with License, Cloud Hosting, Customization, and Post-Implementation Support**

3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without

specifying equivalent Indian Certification / standards.

10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265
ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

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Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265
ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

NIT (Notice Inviting Tender)

The Director, International Centre for Automotive Technology (ICAT) - GST No. 06AABAN9435G2ZI, a division of National Automotive Board (NAB), Govt. of India, hereby invites proposal in two bids system (Technical & Financial) for “**Implementation of Customizable Cloud ERP Solution**” at the International Centre for Automotive Technology (ICAT) under Tender No. ICAT/GeM/Parivartan/ERP/2025-26/265”.

Tender Activity Schedule

Description of work	Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support
Scope of Work	As Per Scope of Work Given in the ATC Document
Site Location	ICAT Centre 1 – Plot No. 26, Sector – 3, Near HSIIDC Office, IMT Manesar, Gurugram – 122051 (Haryana – India) & ICAT Centre 2 – Plot No. 1, Sector – M11, Near Maruti Gate No. 4, IMT Manesar, Gurugram – 122051 (Haryana – India)
Earnest Money Deposit (EMD) Or Bid Security Declaration	Earnest Money Deposit (EMD): INR 6,00,000/- (Rupees Six lakhs Only) can be submitted in form of DD/ Bank Guarantee/ Banker’s Cheque drawn in favour of “International Centre for Automotive Technology”, payable at Manesar/ Gurugram valid for at least six months from any branch of Delhi/NCR of Indian scheduled Bank or Online through RTGS/NEFT/Internet Banking in Beneficiary Name “International Centre for Automotive Technology”. Or Firms that are registered as Micro or Small Enterprises (MSEs) under the provisions of the Public Procurement Policy for MSEs, 2012, issued by the Ministry of Micro, Small and Medium Enterprises (MSME), Government of India, or those recognized as Startups by DPIIT, or are registered with the Central Purchase Organization (e.g., NSIC) or the concerned Ministry/Department for the tendered item, shall be exempted from submission of Earnest Money Deposit (EMD) Or In place of a Bid security, Bidders can submit Bid securing declaration as per “Form V” accepting that 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 1 year from the date of opening of this bid from being eligible to submit Bids for contracts with the ICAT that invited the Bid.
Eligibility Criteria	Refer “Annexure I” of the ATC Document

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265

ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

Selection Criteria	The selection of the successful bidder for the tender titled “Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support” at the International Centre for Automotive Technology (ICAT) shall be carried out through the Quality and Cost Based Selection (QCBS) methodology. ➤ Evaluation Methodology: Under the QCBS method, both technical competence and financial competitiveness of the bidders shall be evaluated. The overall selection shall be based on a combined score derived from the Technical Proposal (weightage: 70%) and the Financial Proposal (weightage: 30%). ➤ The bidder securing the highest Final Score (H1) shall be selected for award of the contract, subject to verification of documents and approval by the competent authority. ➤ Tie-Breaking Clause: In the event of a tie in the final score, the bidder with the higher technical score shall be selected. If a tie still exists, ICAT reserves the right to make the final decision based on additional technical assessment or reference checks.										
The Last Date of Receipt of Queries if any,	Submission of Pre-Bid Queries Bidders are required to submit their queries, if any, in writing to deepika.nehra@icat.in & prem.purang@icat.in										
Date for Clarification Meeting	Pre-Bid Meeting shall be held to address queries and provide clarifications regarding the scope of work, technical requirements, and the bid submission process. ➤ Date – 9th October 2025 ➤ Time: 15:00 Hrs. ➤ Venue: <i>Pascal Meeting Room, International Centre for Automotive Technology (ICAT), Plot No. 26, Sector – 3, IMT Manesar, Gurugram – 122051, Haryana</i>										
Billing Address	International Centre for Automotive Technology, Plot No. 26, Sector – 3, Near HSIIDC Office, IMT Manesar, Gurugram – 122051 (Haryana), GST No. 06AABAN9435G2ZI										
ICAT Bank Details for NEFT/RTGS (In case any bidder deposits the EMD of INR 6,00,000/- through NEFT/RTGS). HDFC Bank Details (Saving A/c for transactions in INR Only); - <table border="1"> <tr> <td>Beneficiary Name</td><td>International Centre for Automotive Technology</td></tr> <tr> <td>Bank Name</td><td>HDFC Bank Ltd.</td></tr> <tr> <td>Branch</td><td>Plot-K, Sector-2, Manesar-122051 Haryana</td></tr> <tr> <td>Account No.</td><td>05891450000118</td></tr> <tr> <td>Account Type</td><td>Saving</td></tr> </table>		Beneficiary Name	International Centre for Automotive Technology	Bank Name	HDFC Bank Ltd.	Branch	Plot-K, Sector-2, Manesar-122051 Haryana	Account No.	05891450000118	Account Type	Saving
Beneficiary Name	International Centre for Automotive Technology										
Bank Name	HDFC Bank Ltd.										
Branch	Plot-K, Sector-2, Manesar-122051 Haryana										
Account No.	05891450000118										
Account Type	Saving										

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265

ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

RTGS IFSC Code	HDFC0000589	
Swift Code	HDFCINBB	
MICR Code	110240079	

- ICAT reserves the right to reject/modify/cancel the tender without assigning any reason thereof.

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265
ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

Additional Terms & Conditions (ATC)

The brief description of Works and the timelines for tenders are summarized in the table below:

Tender Activity Schedule

Scope of Work/Services	Implementation of ERP Solution (ZOHO) with License (110 nos), Cloud Hosting, Customization, and Post-Implementation Support
Customization & deployment of ERP	The solution shall be customized & implemented within 7 months from date of award of contract
Start of Lease/Rental Period	From the date of successful installation of Equipment's/Devices and ICAT Centre - 1 & 2, Manesar (Haryana).
Contract Duration	The initial contract duration for the implementation of the customized ERP at ICAT is 7 months, followed by a 6-month handholding period. The overall engagement period with the bidder will be 5 years. Beyond the handholding period, any support, including for change requests, rectifications, or system enhancements, will be availed only if required. ICAT reserves the right to engage the bidder's team for such support on a need basis, and no ongoing support obligations shall arise unless specifically requested.
Non-Disclosure Agreement	NDA to be signed by successful bidder
Billing Address	International Centre for Automotive Technology, Plot No. 26, Sector - 3, Near HSIIDC Office, IMT Manesar, Gurugram - 122051 (Haryana), GST No. 06AABAN9435G2ZI
<i>Note: ICAT reserves the right to reject/modify/cancel the tender without assigning any reason thereof.</i>	

Annexure-I

Bidder Eligibility Criteria

The bidder whose bid meets the following eligibility criteria would only be considered.

1. **Legal Valid Entity:** The bidder shall necessarily be a legal valid entity in the form of a proprietary firm, partnership firm, private limited company, or agency (enclose a copy of the registration or incorporation certificate with the technical bid).

In support of above, the bidder is required to submit the following documents with the technical bid:

- **Proprietary Firm:** A copy of the registration certificate or any relevant document that proves the establishment and legal validity of the proprietary firm.
- **Partnership Firm:** A copy of the Partnership Deed along with the registration certificate issued by the Registrar of Firms, if applicable.
- **Private Limited Company:** A copy of the Certificate of Incorporation issued by the Registrar of Companies (RoC) along with the Memorandum of Association (MOA) and Articles of Association (AOA).
- **Agency:** A copy of the registration certificate or any official document proving the legal validity and registration of the agency under the applicable law (e.g., registration under the Shops and Establishments Act, or other relevant legislation).

These documents should be enclosed along with the technical bid to demonstrate the legal status of the bidder as a valid entity.

2. **Bidder must have PAN and GST (enclose a copy of PAN and GST with technical bid)**
3. **Bidder must comply with the provision of:**
 - a) Rule 144 (xi) of GFR 2017 (refer Office Memorandum of Department of Expenditure dated 23rd July 2020 and as revised from time to time (**enclose declaration to this effect with the technical bid as per format given in Form D**)
(https://assets-bg.gem.gov.in/resources/upload/shared_doc/Order-Public-Procurement-No-4-Restrictions-under-Rule-144-xi-of-the-General-Financial-Rules-GFRs-2017.pdf)
 - b) Department of Industrial Policy and Promotion (DIPP) vide No. P-45021/2/2017-PP (BE-II) dated 04.06.2020 and as revised from time to time (**enclose declaration to this effect with the technical bid as per format given in Form E**)
(<https://dpiit.gov.in/sites/default/files/PPP%20MII%20Order%20dated%204th%20June%202020.pdf>)
4. The bidder must have a minimum of 5 Years of experience in ERP customization & implementation.
5. The bidder must have experience in executing ERP implementation for at least 5 Work Orders in the areas of purchase, finance, plant maintenance, inventory & asset management for Government bodies/private organizations with turnover of more than 500 crores. Each project should be of value > 40% of the estimated contract cost.
6. The bidder must have a registered office located within the Delhi/NCR region
7. The bidder submits a certificate from product owner for being an implementation partner of the proposed brand.
8. Availability of full-time qualified IT professionals, minimum 30 nos. in ERP, cloud adoption, migration specialist, IT strategy and process consultancy domains. Only full-time employees

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on the bidder's payroll will be counted; associates, consultants, or on-call experts will not be considered.

9. **Turnover:** The bidder must have an average annual turnover of **INR 5 cr** during the last three financial years (i.e., FY 2022-23, 2023-24, and 2024-25). The bidder must submit relevant financial documents with the technical bid, including financial statements or a certificate signed and stamped by an authorized Chartered Accountant, along with the UDIN number.
10. The bidder must submit affidavit/certified annual report as proof of net worth positive in last 3 years.
11. The bidder must not have been blacklisted, de-registered, or debarred by any Government Department/Ministry of India, any State Government, PSU, or any reputable private organization/institution in India within the **last 3 years**. A declaration to this effect, **as per the format provided in Form C**, must be enclosed with the technical bid.
12. Bidders are required to submit a duly filled and signed technical compliance statement for the specifications outlined in Annexure V, ensuring alignment with the requirements of the tender.
13. The bidder must submit stamped and signed copy (each page) of this document (ATC) for acceptance of terms and conditions and submit along with the technical bid.

Annexure-II

Terms & Conditions

1. Earnest Money Deposit (Bid Security Amount):

- 1.1 **INR 6,00,000/- (Rupees six lakh Only)/-** in form of DD/NEFT/Bank Guarantee (format as per Form N of this ATC)/Banker's Cheque in favor of "International Centre for Automotive Technology", payable at Manesar / Gurgaon valid for at least six months from any Indian scheduled Bank. The above Bank Guarantee to be issued/endorsed by any branch at Delhi/NCR of Indian Scheduled bank and should be consisting of Full Address of the bank along with contact details i.e. name, contact no., fax no. & e-mail id of the responsible person issuing the BG (To be enclosed along with the technical Bid).

OR

Firms who are registered with NSIC for the tendered item /Start-ups/ Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department, are exempted from payment of EMD but these firms should submit a copy of the registration along with the Technical Bid. (The certificate should be valid for at least 6 months from the date of submission of bids).

- 1.2 A Bid which is not accompanied by such Earnest Money Deposit will be construed as non-compliant bid and should be rejected.
- 1.3 Earnest Money Deposit of all unsuccessful Bidders will be returned without any interest after award of the Contract by ICAT to the successful Bidder.
- 1.4 The Earnest Money Deposit of successful Bidder will be returned after receipt of PBG.
- 1.5 EMD should be forfeited in favor of ICAT in case the Bidder: -
- 1.5.1 Without the written consent of ICAT, has withdrawn its Bid during the validity period of the Bids and any extensions there too.
- 1.5.2 After opening of the financial bid, alters the quoted rates/conditions in the Bid.
- 1.5.3 Fails to provide/furnish the Performance Bank Guarantee within stipulated period mentioned in the PO/Letter of Acceptance.
- 1.5.4 Does not reply to any queries that may be raised after opening technical/financial bids.
- 1.5.5 If the bidder does not accept the corrections made by ICAT to its Bid Price pursuant to "Examination of Financial Proposal and Correction of Arithmetical Errors".
2. In the event of solution downtime, the supplier/bidder shall rectify the problem (i.e. within 24 hrs) to ensure minimal downtime. The SaaS ERP shall offer a minimum uptime guarantee of 99.5% per month, excluding scheduled maintenance. Bidder to intimate schedule of maintenance in advance.

3. Scope of Work: As per Technical Requirement

- 3.1 The scope of Services/Technical specifications should be as described under "Annexure V.
- 3.2 The successful Bidder should perform, execute, and implement the Works strictly in accordance with details and instructions of ICAT as per terms and conditions of the Contract.
- 3.3 The Work should be carried out strictly in compliance with the requirements of the authorities concerned and deviation on any account will not be permitted. In case of any deviation with

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respect to our tender conditions, the same to be filled in deviation form by the bidders as per Form G and must be raised within 4 days from the date of tender publish date by raising the representation on GeM portal. No claim shall be entertained afterwards.

3.4 Subcontracting of any type is not allowed. Any subcontracting if utmost important and is required by the successful Bidder for performance, execution and implementation of the Works should be with the prior consent of ICAT.

3.5 The successful Bidder should make his own arrangement to obtain all materials required for performing, executing, and implementing the Works.

Note: - If the bidder fails to submit the authenticated documents in support of *his/their credentials as specified in tender documents, his/their tender will be liable to be rejected summarily.*

4. Payment Terms:

4.1 Payment shall be released within 30-45 days as per schedule below against submission of corresponding GST invoice (hard copy or digitally signed). The payment will be based on schedule defined below,

Milestone	Payment (%)	Conditions
<u>Payment towards Customization and Implementation</u>		
Contract Signing / Kick-off	10	Mobilization advance (with Bank Guarantee if applicable)
Completion of Requirement Gathering & System Design (SRS/BRD Approved)	15	Approval of Business Requirement Document (BRD) / System Requirement Specification (SRS)
Configuration & Development	40	Completion of configuration & customization of core ERP modules
User Acceptance Testing (UAT) Completion	25	Successful completion of UAT and client sign-off
Go-Live (Production Deployment)	10	System deployed in production, training completed
<u>Payment towards Handholding</u>		
Handholding Period (Post Go-Live, e.g., 6 months)	45 + 45	45% after completion of 3 months and 45% after completion of 6 months handholding period.
Final Acceptance / Handover	10	Final closure of documentation, knowledge transfer & acceptance. 10% of handholding amount only.
<u>Payment towards License Cost and Asset Management</u>		
License cost and charges towards Asset Management for approx. 20,000 nodes	100	Only development licenses will be used during customization period. The bidder shall inform ICAT about quantity of licenses required during development period. License period will start from the date of activation of production licenses. Cost towards License and Asset Management will be released in advance on yearly basis based on proforma invoice submitted.
<u>Payment towards Support and Maintenance</u>		
Support and Maintenance Charges	100	Payment to be made on monthly basis for the satisfactory quantum of services rendered

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		during the month. Invoice to be raised on hourly basis as per PART-C of financial bid
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- 4.2 In the event of any dispute on this account, the decision of ICAT shall be final and binding on the Contractor.
- 4.3 Work/Service Location: ICAT Centre – 1 & 2, Manesar.
- 4.4 ICAT reserves the right to reject any or all the tenders in part of full without assigning any reason thereof.
- 4.5 The comparison of the bids shall be on basis of total price (Inclusive of all taxes etc) quoted by the bidder. No comparison of individual items will be made.

5. Performance Bank Guarantee

- 5.1 Within fifteen [15] days from the date of acceptance of the WO/LOA, the Successful Bidder shall execute a Performance Bank Guarantee as form O, from any branch at Delhi/NCR of Indian scheduled Bank, for an amount equivalent to the 5% of the contract value (*contract value shall be treated as License cost and Asset Management Cost for 5 years, Customization & Implementation cost & Handholding cost etc for PBG purpose*), which shall be kept valid for the entire period of contract i.e. 5 years. The PBG shall be made in INR only.
- 5.2 The Performance Bank Guarantee of the Successful Bidder will be invoked and forfeited if the Successful Bidder fails to comply with the conditions of the Contract.
- 5.3 The above Bank Guarantee to be issued/endorsed by any branch of Delhi/NCR and should consist of Full Address of the bank along with contact details i.e. name, contact no., fax no. & e-mail id of the person responsible issuing the BG.

- 6. Liquidity Damages :** If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed Delivery/Time period(s) specified in the Contract, the Purchaser will be also entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract price per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value (*contract value shall be treated as License cost and Asset Management Cost for 5 years, Customization & Implementation cost & Handholding cost etc for LD purpose*) without any controversy/dispute of any sort whatsoever.

Note: *Liquidated Damages (LD) will be applicable solely till implementation and penalty will be applicable as per details below.*

7. Penalty

Deliverable penalties

Phase	Penalty Condition	Penalty Clause
Implementation	Delay in Deliverables (ERP Implementation Milestones)	1% of customization & implementation value per week of delay, max 10% of total customization & implementation value

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Implementation	Unauthorized Change in Key Personnel	₹25,000 per instance
Handholding	Resolution Time SLA Breach	0.1% of the handholding fee per instance.
Handholding	System Downtime / Availability Issues	1% of handholding amount for every 0.1% drop below agreed uptime (e.g., 99.5%), valid till end of handholding period
Integration Failures (quality/performance issues)		Penalty @ 1% of handholding cost or customization cost if subsystems fail during acceptance testing.
Database Recovery Objectives	RPO Breach (40 minutes): Any data loss exceeding the committed RPO. RTO Breach (70 minutes): Any restoration time exceeding the committed RTO.	RPO - attract a penalty of 1% of the annual support (total license) cost per incident, subject to a maximum of 5% of the annual support cost. RTO - shall attract a penalty of 0.5% of the annual support (total license) cost per additional hour of delay, subject to a maximum of 5% of annual support cost.
Support period within the agreed contract, if applicable	System Downtime, Availability Issues, integration issues etc	20% or INR 10,000 (whichever is higher) per instance of total number of hours utilized.

Computation of all penalties shall be at the ICAT end. All penalties shall be recovered concurrently from the total bill payable to the Vendor for the month, subject to the maximum of 50% of the bill payable. Balance penalty will be deducted from the next bill, if any.

Note:

If the successful Bidder fails to complete the due performance as per contract, ICAT reserves the right to terminate the contract and recover Liquidated Damages / penalty, as defined above. Both the above

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Penalty and Liquidated Damages are independent of each other and applicable separately and concurrently.

Response Times

ICAT shall log all the support tickets onto the TMS system of the service provider. The vendor shall provide timely responses to ICAT inquiries and issues as per the following guidelines:

Standard Requests: Acknowledgment and first response within 4 business hours during business days (Monday to Friday, 9:00 AM - 6:00 PM).

Urgent Requests (e.g., critical system issues, downtime): Acknowledgment and first response within 1 hour.

Out of Business Hours: For urgent requests outside of business hours, the vendor must respond within 1 hour (on-call support or emergency contact must be provided).

Resolution Times (during handholding period)

Severity Level	Description	Response Time (initial acknowledgement)	Resolution Time (target)
Critical (Sev 1)	Complete system outage, data loss, security breach, major financial/compliance impact	Within 1 hour (24x7)	Within 4 hours
High Priority (Sev 2)	Major feature failure, significant business disruption, no workaround	Within 2 hours (business hours), 4 hours (after hours)	Within 24 hours
Medium Priority (Sev 3)	Minor bug, functionality degraded but workaround available	Within 4 hours (business hours)	Within 48 hours
Low Priority (Sev 4)	Cosmetic issue, enhancement request, no business impact	Within 1 business day	Within 5 business days

Recovery of Penalties

- All penalties shall be recovered from the next due milestone payment or support fee installment.
- In case penalties exceed the amount of the milestone, the balance shall be deducted from subsequent payments.

Escalation Process

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If the vendor consistently fails to meet the SLAs, the following escalation process will be followed:

First Escalation: The vendor will be contacted by the ICAT's project manager to resolve the issue within 2 business days.

Second Escalation: If unresolved, the issue will be escalated to senior management from both parties (client and vendor) to find a resolution within 5 business days.

Final Escalation: If the issue is still not resolved, ICAT may choose to terminate the contract or apply additional penalties.

If SLA breaches occur more than three (3) times in any quarter, penalties will be doubled for subsequent breaches in that quarter.

If breaches continue for two (2) consecutive quarters, ICAT reserves the right to terminate the contract and forfeit the Performance Bank Guarantee.

Exclusions from SLA

The following situations are excluded from the SLA: Force Majeure: Events such as natural disasters, war, acts of terrorism, or major global crises that prevent normal service delivery.

Client-Caused Delays: Delays due to client-related issues, such as delayed feedback, content, or access to necessary resources.

Third-Party Failures: Failures in services or products provided by third parties (e.g., hosting services, third-party APIs).

These SLAs will be incorporated into the final contract with the successful bidder.

Annexure-III

General Terms & Conditions

1. Tender form is not transferable.
2. The Bidders are expected to carefully examine all the contents of the Tender Document including instructions, conditions, terms, specifications and take them fully into account before submitting their Bid. Failure to comply with the requirements as detailed in these documents shall be at the Bidder's own risk. Bids which are not responsive to the requirements of the Tender Document will be rejected.
3. While all efforts have been made to avoid errors in the drafting of the Tender Document, the Bidders are advised to check the same carefully. No claim on account of any errors detected in the Tender Document shall be entertained.
4. Bidders should go through the Technical Specifications (Annexure V), Eligibility Criteria & Technical Evaluation Parameter (Annexure IV) and Tender Documents carefully and thoroughly before quoting and get clarifications from ICAT in this context, if required.
5. The Bid prepared by the Bidder and all correspondence and documents relating to the tender exchanged between the Bidder and ICAT shall be in the English language.
6. **Delivery/Billing Address:** International Centre For Automotive Technology, Plot No. 26, Sector - 3, Near HSIIDC, IMT Manesar, Gurugram 122051
GST No. 06AABAN9435G2ZI
7. ICAT reserves the right to modify and amend any of the conditions/criteria depending upon project priorities and need.
8. **Price:** The prices are to be quoted in INR in figure only. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
9. **Unsatisfactory Performance:** The bidder herein agree that ICAT shall have sole and discretionary right to assess the performance(s) of the Bidder Component(s), either primary and or final, and ICAT, without any liability whatsoever, whether direct or indirect, may reject the system(s) component(s) provided by the Bidder, in part or in its entirety, without any explanation to the Bidder, during warranty period/support period, should the same be unsatisfactory and not to the acceptance of ICAT. Bidder covenants to be bound by the decision of ICAT without any demur in such an eventuality.

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10. **Termination of Contract:** If the performance of the successful bidder is not satisfactory in timely delivery of item or quality of product delivered, then the same will be informed in writing by ICAT as warning letter and if in spite of issue of warning letter the items are not delivered or quality of delivered product is not satisfactory as per expectation of ICAT within a fortnight then second warning letter will be issued.
11. If after issue of the second warning letter also performance doesn't satisfy ICAT expectation, then ICAT reserves the right to terminate the work order by giving one-month notice in writing without assigning any further reason whatsoever.
12. After the contract becomes null and void the amount deemed payable to the vendor (if any) will sine die without any further payment. No further claim from the vendor will be entertained. After the contract comes to an end and the successful bidder will withdraw their service/equipment from ICAT premises within a month.
13. Decision of the competent authority of ICAT regarding determining the performance will be final.
14. **Confidential Information:** ICAT and Selected Bidder shall keep confidential and not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of contract.
15. **Any Dispute/Difference arising out of or relating to this tender:** Matter regarding any dispute shall be referred for arbitration to any office appointed by the Director of ICAT, whose decision shall be binding and final. Even after arbitration if any questions, disputes and/or difference arise under and out of, or in connection with the work, if not concluded, shall be referred to the High Court of Haryana or any other court in the District of Gurugram (Haryana).
16. The tender document is not an offer and is issued with no commitment. ICAT reserves the right to withdraw this notice inviting tender or vary any part thereof at any stage. ICAT further reserves the right to disqualify any bidder, should it be so necessary at any stage. ICAT reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof and shall not be bound to accept the lowest tender.
17. Law of the Republic of India are applicable to this tender.
18. **Qualification Criteria:** The bidder whose bid meets the eligibility criteria, technical specification and score minimum qualifying marks as per evaluation criteria mentioned in this ATC would only be considered for further processing (refer Annexure I, Annexure IV and Annexure V).
19. **Force Majeure:** Force Majeure is herein defined as any cause, which is beyond control of the selected Bidder or the ICAT as the case may be which they could not foresee, or this a reasonable amount of

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diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:

- a. Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work are Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the ICAT shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.
20. The bidder is required to sign each page of this tender document (ATC) for acceptance of terms and conditions and submitting along with the bid.
21. The comparison of the bids shall be based on total price (Inclusive of all taxes etc) quoted by the bidder. No comparison of individual items will be made and the individual item charge is only for reference purposes of this office.
22. It is mandatory for the bidder to comply with the complete technical requirement given in the bid document. In the event the bidder does not comply with the technical requirement, he shall be disqualified, and any deviation proposed on technical requirement from the bidder end will not be considered at all. Disqualified bidders will not be eligible to make any claim.
23. **Billing:** All bills and accompanying documents should be raised and submitted in original, as per the payment terms and should be accompanied by original copies of duly receipted/certified delivery challan/work progress or completion certificate, as applicable. No payment shall be released against any duplicate bills, work progress report or completion certificate or delivery challan. All applicable taxes such as GST shall be mentioned separately in the invoice.
24. **Delivery Terms:** For up to ICAT Site – 1 & 2

25. Clarification on Bidding Documents:

Bidder can seek written clarification before the date of submission of tender, to the email address: deepika.nehra@icat.in, kirranpreet.aalag@icat.in, prem.purang@icat.in, javed.rahi@icat.in. The clarification shall be issued via e-mail or GeM Portal to all the bidders by ICAT.

26. **Fraud and Corruption:** The bidders, suppliers and contractors shall observe the highest standard of ethics during bidding and during performance of the contract. For the purposes of this provision, the following acts shall be considered as corrupt and/or fraudulent practices.
 - “Corrupt Practice” means offering, giving, receiving, or soliciting directly or indirectly, of anything of value to influence the action of an official in the procurement process or in contract execution.
 - “Fraudulent Practice” means misrepresentation or omission of facts in order to execution of contract.
 - “Collusive Practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the purchaser, designed to establish bid prices at artificial, non-competitive level.

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- “Coercive Practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or in execution of a contract.
 - During the process of evaluation of a bid or proposal for award of a contract, if it is detected that a bidder directly or through agent has engaged in corrupt, fraudulent, collusive or coercive practice in competing for the contract in question, then a) the bid shall be rejected and b) declare the firm ineligible for a specific period or indefinitely to participate in a bidding process.
 - Bidders may note that GeM is capturing and showing the IP addresses used by the Buyer and Bidder(s)/Seller(s). Bids submitted from IP addresses that are identical to or shared with other Bidders/Sellers shall be deemed invalid and automatically disqualified from further evaluation.
27. **Collusive Bidding or Bid Rigging or Cartelization:** The Bidder(s) acknowledges and agrees that any form of bid rigging, cartelization, or coordination among bidders, aimed at manipulating the bidding process or prices, is strictly prohibited. In the event of any evidence or suspicion of collusion, bid rigging, or cartel behavior, the Tendering Authority reserves the right to reject the bid(s) and take appropriate legal action, including but not limited to debarment from future tenders and reporting to relevant authorities. Bidders are required to submit their bids independently, without any undue influence or agreement with other participants in the tender process.
28. **Sub-Contracting Clause: Restriction on Sub-Contracting Without Prior Approval**
- a. **Prohibition on Unauthorized Assignment or Sub-Contracting:** The Contractor shall not assign, sublet, transfer, or otherwise dispose of the contract or any part thereof, or any interest, right, benefit, or claim arising under the contract, without the prior written consent of the Procuring Entity (International Centre for Automotive Technology – ICAT). Any such action undertaken without prior written approval shall be considered unauthorized, null, and void.
 - b. **Disclosure and Approval of Sub-Contractors:** If the Contractor intends to engage any sub-contractor for any portion of the contract not previously disclosed in its original bid or contract agreement, the Contractor must submit a written request to the Procuring Entity for approval. Such requests must specify the scope of work intended to be sub-contracted, the identity of the proposed sub-contractor, and justification for such engagement.
 - c. **Limitations on Scope of Sub-Contracting:** Where sub-contracting is approved, it shall be strictly limited to ancillary or incidental services, such as the supply of bought-out items, non-core components, or supporting activities. Under no circumstances shall sub-contracting be permitted for core contractual responsibilities, deliverables, or obligations that constituted the basis for award of the contract.
 - d. **Contractor’s Continuing Obligations and Liabilities:** Approval of any sub-contract shall not relieve the Contractor of its obligations, responsibilities, or liabilities under the contract. The Contractor shall remain fully accountable and liable for the performance and execution of the contract, including any work carried out by approved sub-contractors. The Contractor shall ensure that any sub-contractor complies with all applicable contract terms, statutory obligations, and legal requirements.
 - e. **Consequences of Unauthorized Sub-Contracting:** Any unauthorized assignment, subletting, or transfer of the contract, in whole or in part, shall be considered a material breach of contract, and the Procuring Entity shall be entitled to exercise any or all the following remedies, at its sole discretion and without prejudice to any other rights available under law or equity:

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- Termination of the contract, in whole or in part, without any liability to the Contractor.
 - Forfeiture of the performance security or any other applicable security deposits.
 - Recovery of all losses, damages, or additional costs incurred due to such breach.
 - Initiation of legal proceedings as per applicable laws, including civil and/or criminal remedies.
- f. **Final Authority:** The decision of the Procuring Entity in relation to sub-contracting matters shall be final, conclusive, and binding on the Contractor.

29. Bidders are hereby informed that the complete tender document for the **Implementation of Customizable Cloud ERP Solution, and Support Services** at the International Centre for Automotive Technology (ICAT) is available for download on the Government e-Marketplace (GeM) Portal as well as on the official ICAT **website: www.icat.in**

All subsequent updates, including but not limited to corrigenda, responses to pre-bid queries, modifications to tender conditions, and other relevant communications, shall be published exclusively on the GeM Portal and/or the ICAT website. Bidders are advised to regularly visit these platforms to stay informed about any such updates. ICAT shall not be held responsible for any ignorance or non-compliance arising due to lack of awareness of such updates on the part of the bidders.

30. **Data Handover and Confidentiality:** Upon termination or expiration of the contract, the bidder shall provide ICAT with a complete backup of all project-related data in SQL or another agreed database format, and/or PDF format. Subsequently, the bidder shall delete all ICAT-related data from their servers and shall cease any further access. Bidder's employees and agents shall not disclose, share, or use ICAT data for any unauthorized purpose. Any breach of confidentiality shall entitle ICAT to take all lawful actions, including but not limited to claiming damages up to twice the contract value and blacklisting the bidder from future projects. Liability of the solution provider for any claims arising out of the use of the software, for any reason whatsoever, shall be limited to the total amount paid under this contract.

31. Data Security

- a. **Data Processing Obligations:** The Solution Provider shall process ICAT Data solely in accordance with the terms of this Agreement and solely for the purpose of fulfilling its obligations hereunder. The Solution Provider shall act only as a data processor on behalf of ICAT and shall not use ICAT Data for any other purpose.
- b. **Security Measures:** The Solution Provider shall implement and maintain appropriate administrative, technical, and organizational measures to
 - Ensure the confidentiality, integrity, and availability of ICAT Data;
 - Prevent unauthorized access, disclosure, alteration, loss, or destruction of ICAT Data; and
 - Comply with all applicable data protection and privacy laws and standards relevant to the nature of the services and data involved.
- c. **Data Return or Deletion:** Upon completion or termination of the Agreement, or upon ICAT's written request, the Solution Provider shall, at ICAT's discretion
 - Return all or part of the ICAT Data to ICAT.
 - Permanently delete or render unreadable all or part of the ICAT Data; or
 - Render all or part of the ICAT Data anonymous such that it no longer constitutes personal or proprietary data.
 - The Solution Provider shall provide ICAT with written certification confirming the return, anonymization, or destruction of the data in accordance with ICAT's instructions.

32. Confidentiality and Secrecy

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- a. **Obligation of Confidentiality:** The Solution Provider shall, and shall ensure that its employees, agents, sub-contractors, or any other representatives
 - Shall not, directly or indirectly, disclose, reveal, share, disseminate, or otherwise make available to any third party any Confidential Information, including but not limited to operations, processes, business strategies, technical data, procedures, documentation, policies, plans, financial information, intellectual property, or any other information belonging to or relating to ICAT and its activities (“Confidential Information”).
 - Shall maintain complete secrecy and strict confidentiality of all such Confidential Information and shall not use or exploit such information for any purpose other than the performance of obligations under this Agreement.
 - Shall not copy, reproduce, store, transfer, download, or otherwise transmit any Confidential Information onto any unauthorized device, account, or system.
 - Shall ensure that access to Confidential Information is restricted only to those personnel who are required to access it for performance under this Agreement and who are bound by confidentiality obligations no less stringent than those contained herein.
33. **Return or Destruction of Confidential Information:** Upon expiration or termination of this Agreement, or upon written request by ICAT, the Solution Provider shall promptly return or destroy (as directed by ICAT) all Confidential Information, materials, data, documentation, and property of ICAT in its possession or control, including all physical and electronic copies thereof. Any breach of this provision shall entitle ICAT to pursue all available legal remedies including claims for damages and/or injunctive relief.
34. **Pricing:** All prices must be quoted exclusively in Indian Rupees (INR) and expressed in numeric figures. In the event of any discrepancy between the unit price and the total price, the unit price shall be deemed accurate and binding. The total price shall be adjusted accordingly to reflect the correct aggregate amount based on the unit prices.
35. **Supply/Service Location:** The supply of goods and/or delivery of services shall be executed at ICAT Centre-1 and/or ICAT Centre-2, Manesar, Haryana, as directed by ICAT.
36. **Examination of Tender Document:** Bidders are required to thoroughly examine all parts of the Tender Document, including but not limited to instructions, conditions, terms, and technical specifications, and take full cognizance of these requirements prior to submission of their bids. Failure to comply with the stipulated requirements shall be at the bidder’s sole risk. Non-responsive bids that do not meet the requirements of the Tender Document will be summarily rejected.
37. **Expenses:** All expenses related to transportation, accommodation, and fooding incurred by the bidder or its personnel during the execution of the contract shall be borne exclusively by the bidder.
38. **Mandatory Quotation for Complete Scope:** Bidders must compulsorily quote for the entire scope of work as detailed in this document. Partial bids or bids excluding any activity/job will be considered non-responsive and shall be liable for disqualification without further notice.
39. **Billing and Payment:** All invoices and accompanying documentation must be submitted in original and conform to the agreed payment terms. Each invoice must be supported by duly receipted/certified delivery challans, work progress reports, or completion certificates, as applicable. Payments shall not be processed against duplicate or incomplete documents. Applicable taxes including GST, service tax, and works contract tax must be itemized separately in the invoice.
40. **Proposal Validity Period:** Bids must remain valid for a minimum period of **180 Days** from the last date of bid submission. Bids with validity periods shorter than this shall be rejected as non-compliant. ICAT reserves the right to request bidders to extend the bid validity unconditionally for an additional period of up to **Sixty (60) Days** without any modification to their original bid. Conditional extensions shall not be accepted and may result in rejection of the bid.

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41. **Contract Duration and Extension:** The initial contract duration for the implementation of the customized ERP at ICAT is 7 months, followed by a 6-month handholding period. The overall engagement period with the bidder will be 5 years. Beyond the handholding period, any support, including for change requests, rectifications, or system enhancements, will be availed only if required. ICAT reserves the right to engage the bidder's team for such support on a need basis, and no ongoing support obligations shall arise unless specifically requested. ICAT may extend the contract for another 5 years, subject to performance evaluation.
42. **Compliance with Technical Requirements:** It is mandatory that bidders comply fully with the technical specifications outlined in the tender document. Any failure to meet these requirements will result in disqualification. Disqualified bidders shall have no right to claim compensation or damages.
43. **Right to Modify or Withdraw Tender:** The issuance of this Tender Document does not constitute an offer and shall not be construed as creating any obligation on the part of ICAT. ICAT reserves the absolute right, at its sole discretion and without incurring any liability, to modify, amend, or withdraw any part of this tender at any stage of the procurement process. ICAT further reserves the right to reject any or all bids, wholly or partly, without assigning any reason whatsoever, and is under no obligation to accept the lowest or any other bid. ICAT also retains the right to disqualify any bidder at any stage of the tender process, should it deem such action necessary.
44. **Submission of Modifications or Improvements to the Conditions of Contract**
 - a. **Permissibility of Proposed Deviations or Improvements:** Bidders are permitted to propose modifications or improvements to the Conditions of Contract, provided that such proposals are clearly justified, directly relevant to the scope and objectives of the tender and demonstrably serve the best interests of the International Centre for Automotive Technology (ICAT). Any such proposals must be articulated in precise, unambiguous language and must not alter the fundamental nature of the services or deliverables contemplated under this tender.
 - b. **Manner and Format of Submission:** All proposed deviations, modifications, or improvements must be submitted strictly in the prescribed format titled ***"Form G: Deviations or Modifications Suggested"*** and shall be uploaded via the Government e-Marketplace (GeM) portal or submitted to the designated email address(es) as specified in the tender documents. Submissions must be received no later than due date as per GeM portal. Proposals submitted after the stipulated deadline shall be summarily disregarded and shall not be considered under any circumstances.
 - c. **Declaration of No Deviation:** Bidders who do not intend to suggest any deviations or improvements shall submit an explicit declaration to this effect by indicating ***"No Deviation Suggested" in Form H***. Failure to submit either the completed ***Form H*** or such a declaration within the prescribed timeframe shall be deemed as the bidder's unconditional and irrevocable acceptance of all terms and conditions specified in the tender documents.
 - d. **Finality and Binding Nature of Submissions:** No deviations, modifications, or conditional proposals shall be accepted or entertained after the expiry of the above-mentioned deadline or at any stage following the submission of the bid. Any bid containing late submissions, conditional terms, or non-compliant modifications shall be liable for outright rejection without any further clarification, communication, or recourse.
 - e. **Discretion of ICAT:** ICAT reserves the sole, absolute, and unfettered right to accept or reject, in whole or in part, any proposed modifications or improvements submitted by bidders. Acceptance of any such proposals, if any, shall be communicated solely through a corrigendum issued to the tender document. ICAT may, at its discretion, revise the bid submission deadline to enable prospective bidders to respond appropriately to such corrigendum. The decision of ICAT in this regard shall be final, conclusive, and binding on all parties.

Annexure – IV

Evaluation Parameter

1 Procedure

- 1.1 Disqualification criteria shall be evaluated first.
- 1.2 The evaluation for eligibility shall be applicable after the bidders are qualified by applying disqualification criteria as mentioned under Clause no. 2 of Annexure IV.
- 1.3 The Technical evaluation of only qualified bidders shall be undertaken.

2 Disqualifying Criteria

2.1 Bids failing in complying/demonstrating any one the following shall be directly rejected:

2.1.1 Ability to fulfill the technical specifications as per **Annexure V**

2.1.2 Capability of the Bidder Company for undertaking the assignment, by

- Demonstrating relevant experience in end-to-end customization, implementation and deployment of cloud-based ERP system and related support services
- Having experience of minimum 5 years in ERP services in line with RFP.
- Having Average Annual Turnover over the last three financial years shall be minimum INR 5 Crores mentioned in Clause 1.6 of Annexure VI (Bidder's Company Requirements).
- The bidder must have a registered office located within the Delhi/NCR region
- Only Make in India ERP solutions (Zoho) will be entertained.
- Not blacklisted or debarred by any Government organisation.
- Demonstrate that the bidder is meeting all the conditions of contract.
- Submitting affidavit/certified annual report as proof of net worth positive in last 3 years.
- Bidders shall fulfill all requirements as per Annexure VI – Bidder's Company requirements.
- Submission of Statutory Registrations: Bidders failing to submit valid copies of their GST registration certificate and Permanent Account Number (PAN) shall be deemed non-compliant.
- Bidders to comply with:
 - a) Rule 144 (xi) of GFR 2017 regarding restriction on procurement from a bidder of a country which shares land border with India will be liable to rejection (refer Office Memorandum of Department of Expenditure dated 23rd July 2020 and as revised from time to time.
 (https://assets-bg.gem.gov.in/resources/upload/shared_doc/Order-Public-Procurement-No-4-Restrictions-under-Rule-144-xi-of-the-General-Financial-Rules-GFRs-2017.pdf)
 - b) Department of Industrial Policy and Promotion (DIPP) vide No. P-45021/2/2017-PP (BE-II) dated 04.06.2020 and as revised from time to time regarding bidders eligibility and preference to make in India
 (<https://dpiit.gov.in/sites/default/files/PPP%20MII%20Order%20dated%204th%20June%202020.pdf>)
- 2.1.3 Even if a single response is unsatisfactory from references submitted then the bidder shall be disqualified. Any internal references from NAB & its centres shall be deemed considered for the purpose of satisfactory reference even without being submitted in the bid.
- 2.1.4 Tenders with incomplete information, subjective and conditional offers as well as partial

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offers will be liable for rejection.

- 2.1.5 In addition to the above rejection criteria, if there is non-compliance of any of the clauses of this Tender Document, the Tenders are liable for rejection.
- 2.1.6 Additionally, ICAT could reject any Bid not fulfilling the essential parameters listed in the technical conditions of contract, should the supplier fail in justifying that the proposed solution is equivalent or better than the requested performance.
- 2.1.7 Bidders may note that GeM is capturing and showing the IP addresses used by the Buyer and Bidder(s)/Seller(s). Bids submitted from IP addresses that are identical to or shared with other Bidders/Sellers shall be deemed invalid and automatically disqualified from further evaluation.

3. Evaluation Methodology & Parameters

- 3.1 ICAT shall follow the Quality & Cost Based Selection (QCBS) system to determine the successful bidder.

Under the QCBS method, both technical competence and financial competitiveness of the bidders shall be evaluated. The overall selection shall be based on a combined score derived from the Technical Proposal (weightage: 70%) and the Financial Proposal (weightage: 30%).

The bidder securing the highest Final Score (H1) shall be selected for award of the contract, subject to verification of documents and approval by the competent authority.

In the event of a tie in the final score, the bidder with the higher technical score shall be selected. If a tie still exists, ICAT reserves the right to make the final decision based on additional technical assessment or reference checks.

- 3.2 The bidder must meet the Eligibility requirements as per Annexure I, specified in this tender and the disqualification criteria mentioned at Clause no. 2 of this section in order to qualify for the Technical Evaluation.

- 3.3 The Technical Bids shall be awarded points (Tn) based on the following evaluation criteria.

S. No.	Evaluation Parameter	Max. Marks	Remarks	Documents to be submitted in the Technical Bid
1	Organizational Capability	50		
1.1	Average annual turnover of the Bidder during the last 3 (three) financial years Applicable 3 (three) years - FY 2022-23 and FY 2023-24 and FY 2024-25	10	=INR 5 crore =8 marks >= INR 5 Cr = 10 Marks	Copies of audited financial statements (consisting of (i) balance sheet, (ii) profit & loss statement and cash flow statement).
1.2	At least 5 completed end-to-end ERP deployment & managed services projects in the last 5 years, each covering ERP implementation in the areas of purchase, finance, plant maintenance, inventory & asset management for Government bodies/private organizations with turnover of more than 500 crores.	20	=5 projects - 12 marks >6 to <=10 projects - 16 marks >10 projects - 20 Marks	PO/WO for atleast 5 projects in last 5 years

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	Each project should be of value $\geq 40\%$ of the estimated contract cost.			
1.3	Availability of full-time qualified IT professionals, minimum 30 nos. in ERP, cloud adoption, migration specialist, IT strategy and process consultancy domains. Only full-time employees on the bidder's payroll will be counted; associates, consultants, or on-call experts will not be considered.	10	=30 qualified professionals =7 marks >31 and ≤ 49 = 8 marks > 50 Employees = 10 marks	List of employees with qualifications, certifications and experience.
1.4	Experience of atleast 5 years in ERP implementation	10	=5 years – 6 marks >5 to ≤ 7 years – 8 marks >7 years – 10 marks	Project list with contact information (mail ID, phones nos, addresses) of customer for feedback. ICAT may contact any customer for feedback.
2	Presentation on - Understanding of RFP in line with tender requirements. - 10 marks - Demonstration of experience in end to end ERP implementation with customisation requirements and external interfaces. Only relevant case studies and references. – 10 marks - Proposed Methodology & Work Plan - 10 marks - Team Composition & Qualifications - 10 marks - Innovation & Value-Adds – 10 mark	50	Since presentation forms a part of technical evaluation, the same will be held in offline mode at ICAT Manesar, Centre 1 or Centre 2 (exact location will be communicated later) at agreed date and time before opening of financial bid.	Resumes of team proposed to be deployed at ICAT to be submitted.

3.4 For the evaluation of the Financial Bids, the eventual Bid prices shall be ascertained after considering all the terms and conditions associated with the Bid price specified in the Financial Bid document. ICAT reserves the right to include or exclude any component of the price quoted by the Bidder and / or load the bid price as per its discretion to work out the Bid Price for evaluation. However ICAT does not undertake to accept the lowest or indeed any bid.

3.5 ICAT's Rights:

- ICAT reserves the right to accept or reject any proposal, or to annul the selection process, at any stage, without assigning any reason.
- ICAT reserves the right to modify the selection criteria or process with prior notice to all participating bidders.

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3.6 Quality and Cost-Based Selection (QCBS) Evaluation Notes

- i. **Technical Presentation Submission:** Bidders may include their technical presentation as part of the Technical Proposal. Additionally, each shortlisted bidder shall be required to make a technical presentation & quality of proposal before the Tender Evaluation Committee as per the schedule to be communicated by ICAT. A soft copy of the presentation must also be submitted via email at the time of the presentation.
- ii. **Minimum Qualifying Score (Technical Evaluation):** To be eligible for financial bid evaluation, a bidder must secure a minimum of **70 (Seventy) Marks** out of the total technical score allotted under the 'Quality' criteria. Bidders failing to achieve this threshold shall be considered non-responsive, and their financial bids shall not be opened or evaluated further.
- iii. **Eligibility for Financial Evaluation:** Only those bids that
 - Achieve the minimum qualifying technical score of 70 marks,
 - Comply with all technical specifications, terms, and conditions outlined in the tender documents, and
 - Are found responsive as per the prescribed Bid Evaluation Criteria shall be considered for financial evaluation.
 - a) **Price Evaluation:** The Price Bids of qualified bidders shall be evaluated based on the total price quoted for all services, inclusive of all applicable statutory liabilities, including Goods and Services Tax (GST). GST (CGST/SGST/UTGST or IGST, as applicable) shall be quoted separately in the designated format.
 - b) **Cost Inclusion:** Quoted prices must include all costs, duties, and liabilities related to the scope of work. No additional claim shall be entertained post-award on account of any overlooked charges.
- iv. **QCBS Methodology and Evaluation Formula:** For determination of the successful bidder, the following Quality and Cost Based Selection (QCBS) formula shall be applied to all technically qualified bids:
 - a) An Evaluated Bid Score (B) will be calculated for each bid, which meets the minimum Qualifying marks of 70 (seventy) in 'Quality' Evaluation Criteria, using the following formula to have a comprehensive assessment of the Bid price and the Quality of each bid:

$$B = (C_{low}/C) \times 100 \times X + (T/Thigh) \times 100 \times Y$$

where,

C = Evaluated Bid Price of the bidder

C_{low} = The lowest of the evaluated bid prices among the responsive bids

T = The total marks obtained by the bidder against "Quality" criteria

Thigh = The highest mark scored against "Quality" criteria among all responsive bids

X = 0.3 (The weightage for 'Quoted price' is 30 %)

Y = 0.7 (The weightage for 'Quality' is 70 %)

Note: The Evaluated Bid Score (B) shall be calculated up to two decimal places for uniformity.

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- b) **Award of Contract:** The contract shall be awarded to the Bidder achieving the highest Evaluated Bid Score (B) as per the above formula.
- c) **In Case of a Tie:** If two or more bidders obtain the same highest Evaluated Bid Score, the bidder with the higher technical score shall be considered for award. If a tie still exists, ICAT reserves the right to make the final decision based on additional technical assessment or reference checks.
- d) **Loading for Deviations:** Responsive bids shall be comparatively evaluated after loading for any deviation, in accordance with the tender conditions.
- v. **Declaration of Compliance:** Each bidder shall submit a signed declaration (*as per Forms A to U of the tender document*), confirming that they have read and fully understood all terms and conditions of the Tender Document and agree to abide by the same unconditionally.
- vi. **Evaluation of Minimum Eligibility and Technical Criteria:** The Technical Evaluation shall be carried out strictly on the basis of the Minimum Eligibility Criteria and Technical Evaluation Criteria as set forth in the tender document. Bidders must be technically eligible to qualify for further evaluation.
- vii. **Documentary Proof for Evaluation:** Bidders must submit all supporting documents as required to demonstrate compliance with each evaluation criterion. Lack of sufficient documentation may result in disqualification.
- viii. **Evaluation Committee Authority:** The Evaluation Committee constituted by ICAT shall be the sole authority to evaluate the proposals in accordance with the QCBS criteria defined herein. Its decision regarding qualification, scoring, and ranking shall be final and binding.
- ix. **Appointment Post Evaluation:** Upon conclusion of the QCBS-based evaluation, the highest-scoring bidder shall be appointed as the Selected Solution Provider/Agency for the **Implementation of Customizable Cloud ERP Solution (ZOHO)** at ICAT.

Preference to Local Suppliers, Micro & Small Enterprises (MSE's), and Startups:

- **Preference as per Government Policy:** ICAT reserves the right to extend preference to Local Suppliers, Micro and Small Enterprises (MSE's), and Startups, in accordance with the applicable guidelines, circulars, and notifications issued by the Government of India, as amended from time to time. Such preference shall be accorded only upon submission of valid, relevant, and verifiable supporting documents along with the bid. Failure to provide the required documentation shall result in ineligibility for any preferential treatment.
- **Applicability of MSE Public Procurement Policy:** In accordance with the Public Procurement Policy for Micro and Small Enterprises (MSE's) Order, 2012, as amended, the benefits under this policy shall apply exclusively to goods manufactured or services rendered by registered MSE's. Entities operating solely as traders, distributors, marketing agents, or engaged under works contracts are expressly excluded from the scope and benefits of this policy.
- **Relaxation of Prior Turnover and Experience Requirements:** Registered MSE's and Startups only be eligible for relaxation from the requirement of prior turnover and prior experience, subject to compliance with the terms of the applicable government policies. However, such relaxation shall be strictly conditional upon full compliance with all technical specifications, quality parameters, and performance criteria outlined in the tender documents. Any MSME or Startup seeking such relaxation must still demonstrate the capability to meet the functional and operational requirements of the contract.

Annexure – V

Scope of Work

License required

Module	Zoho Suite mapping	Quantity
Finance and Accounting	Books	25
Procurement	Creator	25
Budgeting	Creator	25
Preventive Maintenance	Service Desk Plus	25
Analytics	Analytics	10

ERP Implementation

- Customize ERP modules to align with approved SOPs.
- Carry out configuration, integration, and testing.
- Ensure ERP system enforces adherence to approved SOPs.
- Provide necessary interfaces with existing systems and other necessary systems such as GST portal, bank etc.

Change Management & Training

- Design and deliver comprehensive training.
- Provide user manuals.
- Support ICAT in managing change across departments.

Post Go-live Support

- Provide handholding support for at least 6 months on site.

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Basic Modules & functionalities required from ERP based on SOPs :-

For all the below mentioned features, detailed SRS to be conducted and approved document in the form of BBP to be finalized before design and deployment by the vendor.

1. Purchase / Store Requirement

- a. Material Code Creation
- b. Material Category and sub-category
- c. Stock and non-stock items
- d. Automated code creation when new asset procurement done
- e. Budget Management (full tracking with validation)
- f. Pre-PR generation with approval workflow
- g. PR Generation with approval workflow with configurable approval levels
- h. Tender Category
- i. Quotation Management and integration capabilities with CPPP Portal and GEM Portal
- j. Upload functionality required for the quotation and other documents
- k. Manual Entry for the quotation if quotation received from outside the system.
- l. Purchase Order Creation with configurable approval levels
- m. Flexible terms and conditions for the PO
- n. Pre-PO Revenue Sanction with configurable approval levels & document uploading facility (multiple)
- o. Approval workflow may be sequential/parallel in one approval
- p. Email notification for the PO, PR and Quotation etc.
- q. E-way Bill and GST Integration
- r. Manual Entry of GST number of vendors
- s. Financial comparison
- t. Provision of PO creation in foreign currency
- u. Online In Principal approval and tender note creation and approval workflow

Purchase workflow - Requisition → Approval & Budget → Tender/RFQ Preparation → Floating/Inviting Bids → Evaluation → Award/PO → Delivery & Inspection → Invoice & Payment → Closure

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Stores workflow - Material Receipt → Inspection & GRN → Ledger Entry → Storage →

Indent/Requisition → Issue to User → Stock Monitoring → Returns → Disposal → Audit

& Reports

MIS reports for purchase (bare minimum)

MIS Report	Purpose	Frequency
Purchase Requisition Status	Track pending, approved, rejected PRs	Daily / Weekly
PO Status Report	Monitor POs issued, pending acceptance, overdue	Weekly / Monthly
Vendor Performance Report	Delivery timeliness, quality, compliance	Monthly / Quarterly
Pending Approvals	PRs/POs awaiting approvals	Daily / Weekly
Budget Utilization vs Actual	Monitor spending vs budget	Monthly
Comparative Statement of Bids	Track evaluation outcomes	Per Tender
SLA / Penalty Reports	Track vendor compliance	Monthly / Quarterly

MIS report for Stores/Inventory (bare minimum)

MIS Report	Purpose	Frequency
Stock Position Report	Current stock, min/max levels	Daily / Weekly
Material Issue Report	Issued items by dept/user	Weekly / Monthly
Material Receipt Report	Goods received, GRNs generated	Weekly / Monthly
Stock Aging Report	Identify old / slow-moving stock	Monthly / Quarterly
Scrap & Obsolete Material Report	Track unusable items	Quarterly / Annually
Stock Reconciliation Report	Physical vs System balance	Monthly / Annually
Reorder / Procurement Alert	Items below min stock	Daily / Weekly

2. Finance & accounting Management

- a. Accounts Payable
- b. Cost Centre Management: Departmental allocation, accounting head, access control
- c. Tax Compliance and Notifications: - GST Compliance, TDS and TCS Management, LD Intimation, Due date intimation, tax liability Generation.
- d. Payment Process: - Bulk payment upload / foreign payment
- e. Aging Reports of BR/BP

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- f. Tax Compliance: - Statutory Dues for GST, TDS, TCS, Tax Rate Management and Due date intimation etc.
- g. Tax Liability Generation: - Calculation Accuracy in tax deposits, due dates and payment details.
- h. Compliance Reporting: - Generating detailed reports on tax obligations and payments.

Finance and accounting workflow - Budget → PR/PO → GRN/Invoice → Payment → Accounting → Reporting → Compliance → Audit

MIS reports for Finance (bare minimum)

MIS Report	Purpose	Frequency
Budget vs Actual Report	Track departmental spending	Monthly / Quarterly
Accounts Payable Aging	Monitor vendor payments due	Weekly / Monthly
Accounts Receivable Aging	Track customer dues	Weekly / Monthly
Cash Flow Statement	Monitor liquidity	Monthly
Journal Entries Summary	Track financial postings	Daily / Weekly
Bank Reconciliation Report	Verify ledger vs bank	Monthly
Fixed Asset / Depreciation Report	Track asset value & depreciation	Monthly / Annually
Statutory Compliance Reports	GST, TDS, Income Tax	Monthly / Quarterly

3. Asset Management

- a. Asset Installation and report generation
- b. Asset Code Creation
- c. Asset Code Assignment: - Location, WDV as per IT regulations, Accounting Posting
- d. Asset Disposal and Scrapping
- e. Asset Tracking
- f. Asset Lifecycle Management
- g. Link with Plant and Maintenance Module for the machine categorization, detailed machine data, Inventory Management and Maintenance Management

Asset Management workflow - Acquire → Record & Tag → Allocate → Use & Monitor (operational, under maintenance, under calibration, damaged) → Maintain → Audit → Transfer → Depreciate → Dispose → Report & Close

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MIS report for Asset Management (bare Minimum)

MIS Report	Purpose	Frequency
Asset Register Report	Complete list of assets, location, custodian	Monthly / Quarterly
Asset Status Report	Active, non-working, under calibration	Weekly / Monthly
Depreciation / NBV Report	Financial tracking of assets	Monthly
Asset Utilization Report	% of assets in use vs idle	Monthly
Calibration / Maintenance Schedule	Upcoming calibrations / PM	Weekly / Monthly
Obsolete / Scrap Asset Report	Assets identified for disposal	Quarterly
Insurance & Warranty Expiry Report	Monitor coverage & renewal	Monthly

4. Plant and Maintenance Management

- a. Preventive Maintenance
- b. Breakdown Maintenance
- c. User Notification
- d. Machine Cost Expenditure Analysis, machine history card
- e. Resource Management Link with HRMS Module
- f. Energy and Utility Management: - water consumption, electricity consumption, solar energy usage etc.
- g. Inventory management
- h. Budget control & analysis

Plant and maintenance workflow - Plan → Request/Notification (breakdown or calibration)→

Work Order → Execution → QA/Safety Check → Close WO → Update Records → Reporting

→ Improvement

MIS reports for Plant & Maintenance (Bare minimum)

MIS Report	Purpose	Frequency
Work Order Status	Pending, In Progress, Completed	Daily / Weekly
Breakdown Analysis	Frequency, duration, MTBF, MTTR	Monthly / Quarterly
Preventive Maintenance Compliance	% of PM completed on schedule	Weekly / Monthly
Maintenance Cost Report	Cost per asset, department, or plant	Monthly / Quarterly
Spare Parts Consumption	Usage vs stock for maintenance	Monthly

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Calibration Status Report	Assets under calibration / overdue	Weekly / Monthly
Downtime Report	Equipment downtime by cause	Monthly / Quarterly
SLA / Service Contract Compliance	AMC / vendor adherence	Monthly / Quarterly

5. Cloud-Based SaaS ERP (Zoho) Solution Requirements

ICAT intends to adopt a Cloud-Based Software-as-a-Service (SaaS) ERP solution to ensure scalability, flexibility, cost efficiency, and ease of maintenance. The proposed ERP solution must meet the following criteria:

- The ERP system shall be hosted on a secure, high-availability cloud environment, offered as SaaS.
- The solution shall comply with relevant data security and privacy regulations applicable to ICAT, including adherence to Indian government data residency requirements (if applicable).
- The vendor must ensure uptime and disaster recovery commitments.
- MeitY empanelment of CSP / Minimum Tier III certified DC
- DR model requirements (active-active)
- Cloud management reporting (billing, resource use, outage)
- The solution must ensure seamless failover between primary and secondary data centers with minimal or no disruption to operations. In case of database failure, the platform must guarantee a Recovery Point Objective (RPO) of not more than 40 minutes and a Recovery Time Objective (RTO) of not more than 70 minutes.

6. High Customization with Core Integrity

The ERP solution must allow high levels of functional customization, including:

- Workflow configurations
- Custom forms and reports
- Role-based access controls
- Integration with external systems (e.g., ICAT internal apps, government portals, RFID/QR systems)
- The solution must support these customizations without altering or compromising the integrity of the core ERP application or its upgrade path.
- Customizations should be implemented through:
 - Configurable options
 - Low-code/no-code tools
 - APIs and extension frameworks
- The vendor shall provide documentation on how customizations are managed and sustained through product upgrades/patches.

7. Configurability and Extensibility

- The ERP must support easy addition or modification of business rules, approval hierarchies, and validation checks without requiring code changes in the core system.

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265**ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support**

- The solution must include capability for adding user-defined fields, validation rules, and data structures as required by ICAT.

8. Upgrade and Maintenance Friendly

- All customizations should remain compatible with future updates or patches from the SaaS provider.
- The vendor must demonstrate how customizations and configurations will be carried forward during upgrades without service disruption.

9. Technical & Integration Requirements

The system shall expose standard APIs for seamless integration with ICAT's existing systems (e.g., HRMS, IOCS, document management systems).

The ERP must support integration with external services, including:

- GST/TDS/TCS portals
- CPPP and GeM portals
- Digital signature services
- RFID, QR code, or barcode-based tracking
- SSO configuration & enablement

10. SaaS Solution Governance

The vendor shall provide ICAT with:

- An administrative console to manage configurations and user access.
- Regular reports on usage, performance, and security events.
- Tools for backup, recovery, and audit trails.

11. Security

The solution shall be compliant to ISO 27001, IS 642819 **ISO/IEC 27001**, PM 732705 **ISO/IEC 27701**, **CLOUD 714132** or **ISO/IEC 27017**, **ISO/IEC 20000-1:2018**, **BCMS 689185** **ISO 22301**, **SOC 2 Type 2**, **SOC 2 + HIPAA**, **SOC 1 Type 2 Audit Trail**, **Web Content Accessibility Guidelines(WCAG)** **FS 787516** and [GDPR](#).

- CERT-In compliance (security audit before go-live). Latest report to be submitted.
- Access control at file/module/record level
- Detailed audit trail: user ID, terminal ID, timestamp for create/read/update/delete

12. Technical Architecture

- Limited open architecture to work via APIs, webhooks, and custom scripting to build integrations and extend functionality
- 64-bit, platform independent
- Loose coupling via open APIs
- Unicode compliance

13. Implementation time

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ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

- Development and deployment: - The bidder shall develop and deploy the customized solution within a period of six (7) months. Post-deployment, the bidder shall provide handholding support, knowledge transfer, and stabilization assistance for an additional period of six (6) months.
- UAT and Go-live:- Post successful user acceptance testing

ERP Deliverables (Beyond deployed Modules)

- a) **Project Management & Planning**
 - Project plan with timelines, milestones, and responsibilities
 - Risk management plan
 - Communication plan
 - Periodic progress reports (to be presented to ICAT team at regular interval of 15 days)
- b) **Requirement & Design**
 - Business Requirement Document (BRD)
 - System Requirement Specification (SRS)
 - Gap analysis report (Fit-Gap study)
 - Process workflows (implemented)
- b) **System Configuration & Development**
 - Configured ERP modules (Finance, HR, Procurement, Inventory, plant & maintenance etc.)
 - Custom developments
 - Integration with legacy systems / third-party applications
 - User role & access control matrix
- c) **Testing**
 - Unit testing report
 - System Integration Testing (SIT) report
 - User Acceptance Testing (UAT) plan and signed-off report
 - Performance and security test results
- d) **Training & Capacity Building**
 - User training sessions (schedule + attendance record)
 - Training manuals / user handbooks
 - Administrator / IT team technical training
 - E-learning content (optional, if specified)
- e) **Data Management**
 - Data migration strategy
 - Master data templates (for upload)
 - Clean data migration to ERP
 - Data validation reports
- f) **Go-Live Readiness**
 - Cutover plan (switch from old system to new ERP)
 - Go-live checklist and sign-off
 - Helpdesk setup for support
- g) **Post-Go-Live Support**
 - Stabilization support for agreed duration
 - Support SLAs (response and resolution)
 - Monthly support reports till handholding period (incidents, resolutions, uptime)
- h) **Final Handover**
 - Knowledge transfer sessions to client team

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ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

- Source code of customizations (if applicable)
- Final acceptance document
- Performance & security audit certificates
- i) **Timelines for ERP Tender**
- **Project Kick-off / Contract Signing**
 - 7-10 days from contract signing for deployment of Project Manager and core key personnel (functional & technical leads).
- **Full Project Team Deployment**
 - 30-35 days from contract signing for deployment of the entire approved team as per project plan.
- **ERP Implementation Milestones**
 - **Phase I – Requirement Gathering & Business Process Study:** to be completed within **6 weeks** of project kick-off.
 - **Phase II – Design, Configuration, and Development of Core Modules** (e.g., Finance, HR, Procurement, Inventory & plant maintenance): to be completed within **20 weeks**.
 - **Phase III – Integration, Testing & UAT:** to be completed within **2 weeks** after Phase II.
 - **Phase IV – Go-Live & Stabilization:** Go-Live within **28 weeks (7 months)** of project kick-off, followed by **6 months of handholding support**.
 - **Phase V – Support for another 4 years.** During this phase, ICAT may engage services of bidder to carry out modification, enhancement, or customization to the ERP system beyond the agreed scope, this shall be treated as a Change Request (CR). ICAT will submit CRs in writing, specifying the requirement and expected outcome. The bidder will evaluate each CR and submit a proposal detailing effort, cost, and schedule impact. Implementation of a CR will proceed only after ICAT's written approval. Charges for approved CRs will be levied separately based on the resources and effort involved. A CR log will be maintained throughout the engagement period of 4 years to track status, completion, and associated costs.

Documentation Deliverables

The selected System Integrator (SI) shall prepare and submit comprehensive documentation at each stage of the ERP implementation. The documentation shall be submitted in both **soft copy (editable formats)** and **hard copy (two sets)**, duly approved and signed-off by the Purchaser at each milestone.

The following documentation shall be mandatorily provided:

1. **Project Management & Planning**
 - Project Charter / Kick-off Document
 - Detailed Project Plan & Timelines
 - Resource Deployment Plan (key personnel with roles and responsibilities)
 - Risk Management Plan
 - Communication & Escalation Matrix
2. **Requirement & Design**
 - Business Requirement Document (BRD)
 - Functional Requirement Specification (FRS)
 - System Requirement Specification (SRS)
 - Solution Design Document (SDD)
3. **Configuration & Development**
 - Configuration Documents (module-wise)
 - Customization Specifications (scripts, workflows, reports)

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- Interface / Integration Design Document
- Templates
- 4. Testing**
 - Unit Test Cases & Results
 - System Integration Testing (SIT) Reports
 - User Acceptance Testing (UAT) Scenarios, Scripts, and Sign-off Records
 - Defect / Bug Tracking Log with closure status
- 5. Deployment & Training**
 - Deployment Plan & Go-Live Checklist
 - End User Manuals (module-wise, role-based)
 - Administrator & Super User Guides
 - Training Materials (PPTs, Videos, FAQs) and Training Completion Report
- 6. Post-Go-Live & Support**
 - Stabilization & Handholding Reports
 - SLA Compliance Reports
 - Knowledge Transfer Documentation
 - Change Request Register (approved deviations/customizations)
- 7. Final Handover**
 - As-Built Solution Document (final ERP configuration and customization)
 - System Administration Manual (backup, restore, security, provisioning)
 - Performance Benchmarking Report
 - Final Acceptance Test (FAT) Sign-off Document

Note:

- Documentation shall be treated as a **contractual deliverable**.
- Non-submission or delayed submission of documentation will be deemed as **non-performance** and may attract penalties as per contract terms.

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 ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization,
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Form “A”

Checklist (Information/Documents to be submitted along with the Bid)

1	Name of the Bidder	
2	Address of the Bidder	
3	Contact Details of the Bidder	
	Telephone No. With STD Code	
	Fax No.	
	Mobile No.	
	E-mail ID	
	Website, if any	
4	Name of Proprietor/Partners/Directors of Firm/Agency	
5	Bidder Bank Details:	
	Name of Account Holder	
	Complete A/c No. (Current/Savings)	
	Name of Bank	
	Name of the Branch with Complete Address	
	IFS Code of the Branch	
	9 Digit MICR Code of the Branch	
6	Registration and Incorporation Particulars of the bidder indicating legal status such as Company, partnership/proprietorship concern, etc (Please attached copies of the relevant documents/certificates)	
7	GST Registration Details	
8	Copies of Permanent Income Tax Number (PAN)/Income Tax Circle	
9	Copies of Income Tax Returns Filed for the Last Three Financial Years should be attached	
10	Annual Turnover for the Last Three Years (Audited A/c Statements such as Profit & Loss A/c, Balance Sheets, etc for the last three financial years should be attached)	

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11	Original Copy of Authorization In Favor of Bidder From Manufacturer (OEM) Against this Tender Valid Throughout the Contract Period, in case the firm is not a manufacturer of the item	
12	Proof of experience in supplying to State/Government Departments/PSUs/Autonomous Bodies/Reputed Private Institutions (Copies of Purchase Orders received from Central/State Departments/Ministries of the Government of India/PSUs/Autonomous Bodies/ during the last three years should be enclosed).	
13	Declaration regarding blacklisting or otherwise by the government departments	
14	The ATC (Additional Terms and Conditions document (all pages) duly signed and stamped as proof of having read the contents therein and in acceptance thereof should be enclosed	
15	Any other information document: Please specify	

(Seal of Organization & Signature of Authorized Signatory)

Date:.....

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265
ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

Form “B”

*{Declaration to be furnished on Bidder's Company Letter Head and to be submitted in
Part -I (TECHNICAL BID) of the tender documents}*

DECLARATION-1

This is to certify that neither we/any of us/are/is in any way related to any employee in the International Centre for Automotive Technology (ICAT).

Dated :

Place :

(Signature of the bidder with seal/ rubber stamp)

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265
ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

Form “C”

(Format of Undertaking, to be furnished on Company Letter Head with regard to Blacklisting/Non-Debarment, By Organization)

Undertaking Regarding Blacklisting/Non-Debrment

To,
Director ICAT,
International Centre for Automotive Technology
Plot No. 26, Sector – 3, Near HSIIDC Office
IMT Manesar, Gurgaon 122051 (Haryana – India)

We here by confirm and declare that we, M/s....., registered office atis not blacklisted/De-registered/debarred by any Departments/Ministries of the Govt. of India or of any State Government, PSU or Any Reputed Private Organization/Institution in India, for which we have executed/undertaken the works/services during the last 3 Years.

For.....

(Seal of Organization & Signature of Authorized Signatory)

Date:.....

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ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

Form “D”
RESTRICTION

Declaration regarding compliance of Rule 144 (xi) of GFR 2017 “Restrictions on procurement from a Bidder of a country which shares a land border with India”

(To be submitted on Applicant’s Letter Head)

To,
International Centre For Automotive Technology
Plot – 26, Sector – 3, Near HSIIDC Office
IMT Manesar, Gurgaon 122050

Dear Sir,

With reference to our bid proposal for participation in ICAT’s Tender No./GeM Bid Document No. Dated, “I/We have read the clause regarding restrictions on procurement/sub-contracting from an entity/natural person/agent/consortium/Joint venture having beneficial ownership in countries which share land border with India. I/We certify that neither we are not from such a country nor having any beneficial ownership from such a country. If I/We from such a country or having beneficial ownership, are registered with the competent authority. I/We hereby certify that we fulfill all requirements in this regard and are eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]”

Seal of Organization & Signature of Authorized Signatory

Date:.....

** We also understand, false declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules and would be a ground for immediate termination and further legal action in accordance with law*

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Form “E”

Certificate Regarding Declaration of Local Content

[On the Letter Head]

To,
International Centre For Automotive Technology
Plot No. 26, Sector – 3, Near HSIIDC Office, IMT Manesar
Gurgaon – 122050 (Haryana)

Sub: Compliance of Minimum Local Content Requirement as per order no. P-45021/2/2017-PP(BE-II) dated 04th June 2020 or as revised from time to time issued by Ministry of Commerce and Industry

Ref: NIT/GeM Document No:

Dear Sir/Madam,

In compliance to order no. P-45021/2/2017-PP(BE-II) dated 04th June 2020 or as revised from time to time, issued by Ministry of Commerce and Industry, we hereby certify that we M/s _____(supplier name) are local supplier meeting the requirement of minimum local content (____%) as defined in above orders against GeM Bid No./Tender No.

Details of location at which local value addition will be made is as follows:

Thanking You,

Your Faithfully,

Seal of Organization & Signature of Authorized Signatory

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Form “F”

Details of Contracts

Details of contracts with Central Govt./State Govt./PSUs/Autonomous Bodies & Reputed Private Firms in India handled by the Bidder during the last five (5) years in the following format (attested copies of the PO's and completion certificates may be closed).

Sr. No	Details of client along with address, contact details (telephone, email, website, fax etc)	Amount of contract(Rs.)	Duration of contract	
			Order received date	Date of Installation with contract period
1.				
2.				
3.				

(If the space provided is insufficient, a separate sheet may be attached)

Signature of authorized person

Date:

Name:

Place:

Seal:

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Form “G”

Deviations Suggested

[The Bidder must declare and justify here any modification or improvement to the Conditions of Contract proposed to in the interest of ICAT. Such suggestions should be concise and to the point. In case, the Bidder does not want to suggest any deviation, this section must contain a statement indicating “No Deviation Suggested”]

[The Bidder shall use the following template in order to explain the deviations, and fill and include in the current document as many templates as deviations appear in his offer with regards to Requirements expressed in this tender. The Bidder shall be required to furnish a separate sheet as per the following template for each deviation suggested.]

Requirement ID	
Subject	Requirement appearing on the Tender Document
Proposed Specification	
<i>[Explain in detail what alternative solution are you proposing]</i>	
Reasons for the proposed solution to be superior than initial requirement	
<i>[Give clear reasons why you think the proposed solution is better than the Requirement expressed in TCC and Checklist]</i>	

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Form “H”

No Deviation Declaration

(To be submitted Original on Bidder Letter Head)

Date: _____

To,
The Purchase Office,
International Centre For Automotive Technology
Plot No. 26, Sector – 3, Near HSIIDC, IMT Manesar, Gurgaon 122051 (Haryana)

Sub: No Deviation Declaration

Dear Sir/ Madam,

This is to certify that, the product (s) quoted items by our firm M/s.....
..... is as per the given technical specifications in the tender
document & there is no deviation in relation to any conditions / requirements specified in the
tender document. It is also to declare that all other commercial clauses stipulated in the tender have
been carefully seen. I hereby convey the unconditional acceptance of the same.

Signature of Authorized Signatory with Stamp

For M/s _____

Signature & company seal
Name Designation
Email
Mobile No.

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ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

Form “I”

Undertaking

This is to certify that we have carefully gone through the scope of work, job requirement, terms and conditions given in the tender documents & have clearly understood the terms and conditions of the tender and have accordingly quoted our best rates after going through all details. We hereby given an undertaking that we shall the material & services in accordance with your Tender/ATC Document No. **ICAT/GeM/Parivartan/ERP/2025-26/265** as per the requirement during the period of contract.

Dated:

Place:

(Signature of the bidder with seal/rubber stamp)

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Form “J”

Declaration In Respect of Conflict of Interest

Tender No. ICAT/GeM/Parivartan/ERP/2025-26/265

Tender Detail: Implementation of Customizable Cloud ERP Solution (ZOHO), and Support Services at ICAT.

Sr. No.	Particulars		
1	Name of Firm		
2	Office Address Phone No. Fax No. Email ID		
3	Works Address as per Vendor Registration Phone No. Fax No. Email ID		
4	Type of Firm	Private Limited Company / Public Limited Company / Limited Liability Partnership (LLP) / Partnership Firm / Proprietor Firm (Tick whichever is applicable)	
5	CIN / LLPIN of Firm		
6	GST No. of Firm		
7	Names of all Directors/LLP Partners/ Partners / Proprietors of Bidder Firm with DIN (if any) and full address (as on the bid submission date)		
	Full Name	DIN	Full Residential Address

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ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

2			
3			
4			
5			

The details of Legal Representative / Agent of the Bidder Firm are as under:

Full Name of Legal Representative / Agent	
Whether employee of Bidder-Firm or not? (Yes/No)	
Designation	
Office Address	
Office Land-Line Nos.	
Mobile No.	
Email ID	
Whether acting as Legal Representative / Agent in any other Private Limited Company or Public Limited Company or Limited Liability Partnership (LLP) or Partnership Firm or Proprietor Firm? If yes, give names.	

WE HEREBY DECLARE AND CONFIRM THAT no bid has been submitted for the quoted item by any other Private Limited Company or Public Limited Company or Limited Liability Partnership (LLP) or Partnership Firm or Proprietor Firm in which any relative of any Director or Partner or Proprietor of Bidder Firm is a Director, Partner or Proprietor. The word “relative” is defined as under:

The Companies Act, 2013 Sec 2(77) “relative”, with reference to any person, means anyone who is related to another, if–

- (1) *they are members of a Hindu Undivided Family;*
- (2) *they are husband and wife; or*
- (3) *A person shall be deemed to be the relative of another, if he or she is related to another in the following*

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ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support

manner, namely:-

- a. Father including step-father,*
- b. Mother including step-mother,*
- c. Son including step-son,*
- d. Son's wife,*
- e. Daughter,*
- f. Daughter's husband,*
- g. Brother including step-brother,*
- h. Sister including step-sister.*

WE FURTHER DECLARE THAT we have carefully read and understood the clause relating to 'Conflict of Interest' of Tender No. _____. The detailed Clause is as under:

"A bidder shall not have conflict of interest with other bidders for particular quoted item. Such conflict of interest can lead to anti-competitive practices to the detriment of Procuring Entity's interests. The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process for particular quoted item, if:

- a) they have proprietor/ partner(s)/ Director(s) in common; or*
- b) they receive or have received any direct or indirect subsidy/ financial stake from any of them; or*
- c) they have the same legal representative/ agent for purposes of this bid; or*
- d) they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or*
- e) bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/ sub-assembly/ assemblies from one bidding manufacturer in more than one bid.*
- f) in cases of agents quoting in offshore procurements, on behalf of their principal manufacturers, one agent cannot represent two manufacturers or quote on their behalf in a particular tender enquiry. One manufacturer can also authorize only one agent/ dealer. There can be only one bid from the following:*
 - 1. The principal manufacturer directly or through one Indian agent on his behalf; and*
 - 2. Indian/ foreign agent on behalf of only one principal.*
- g) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid;*
- h) In case of a holding company having more than one independently manufacturing units or more than one unit having common business ownership / management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/ common*

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business/ management units in same/ similar line of business.

- i) *Bidder shall not act in contravention/ violation to the provisions of competition act, as amended from time to time."*

We hereby certify that our Firm M/s. _____ do not have any conflict of interest with other bidders for this tender.

We hereby declare and confirm that the above information and particulars are true and correct.

For (Firm Name)

Signature of Director/Partner/Proprietor/ Authorised Signatory

Authorised Signatory Name:

Place:

Date:

Stamp / Seal of Firm

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ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization,
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Form “K”

Product/Service Support Declaration

(To be submitted on Bidder Letter Head)

Letter No. _____

Date: _____

To,
The Purchase Officer
International Centre For Automotive Technology
Plot No. 26, Sector – 3, Near HSIIDC Office, IMT Manesar, Gurugram 122051 (Haryana)

Sub: Product/Service Support Declaration

Dear Sir,

Ref: Your ATC Reference No: ICAT/GeM/Parivartan/ERP/2025-26/265

[Bidder's Company Name] hereby submits this declaration in response to the request for clarification regarding the products quoted in our tender submission for “**ICAT/GeM/Parivartan/ERP/2025-26/265, Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization, and Post-Implementation Support.**”

We affirm that all products included in our bid are **not** classified as end-of-life (EOL) or obsolete as of the date of this submission. These products will remain available and supported for a minimum period of 5 Years from the date of contract award, with continuous availability of spare parts, software updates, and technical support, as provided by the respective manufacturers.

Should you require any additional documentation, clarifications, or further information pertaining to the support and lifespan of the quoted products, we are prepared to provide such details upon request.

We appreciate your consideration of our submission and look forward to the possibility of further collaboration on this project.

For M/s _____

Signature & company seal
Name Designation
Email
Mobile No.

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Form “L”

Undertaking For Non-Subcontracting

(To be submitted Original on Bidder Letter Head)

To,
The Purchase Office,
International Centre For Automotive Technology
Plot No. 26, Sector – 3, Near HSIIDC, IMT Manesar, Gurgaon 122051 (Haryana)

Sub: Undertaking for Non-Subcontracting

Dear Sir/Ma’am,

I/We, [Bidder/Seller's Name], hereby undertake not to subcontract any aspect of the contract, including the supply and installation, without obtaining prior written consent from the buyer. We understand that failure to seek approval for subcontracting may result in disqualification from the bidding process.

Date: _____

Signature of Authorized Signatory: _____

Name and Designation: _____

Seal: _____

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Form “M”

Manufacturer’s Authorization Form (MAF)

(To be submitted Original on OEM Letter Head)

MAF No.

Dated:

To,
The Purchase Office,
International Centre For Automotive Technology
Plot No. 26, Sector – 3, Near HSIIDC, IMT Manesar, Gurgaon 122051 (Haryana)

Sub: Manufacture’s Authorization Form (MAF)

Dear Sir/Ma’am,

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265

We _____ who are established and reputable
manufactures of _____ having factories at _____ and _____
do hereby authorize M/s _____ (Name and address of
Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against
the above invitation for tender offer for our _____ model.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender
and the contract for the equipment and services offered against this invitation for tender offer
by the above firm. In case of M/s _____ is out of service due to any reason, we will
make alternative arrangements for the service and maintenance of our product on same terms
and condition.

Yours faithfully,

(Name)

For and on behalf of M/s _____ (Name of Manufacturer’s)

Note: This letter of authority should be on the letterhead of the manufacturing concern and
should be signed by a competent person of the manufacturer

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Form “N”

Proforma for Bank Guarantee (EMD)

(To be executed on non Judicial stamped paper of an appropriate value)

To,

The International Centre for Automotive Technology
Plot No. 26, Sector - 3,
IMT, Manesar,
Gurgaon,

Dear Sirs,

WHEREAS _____
(hereinafter called the “Bidder”) has submitted their offer dated _____ for
_____ (hereinafter called the “Bid”) against the buyer’s
request for Tender No. _____ KNOW ALL MEN by these
presents that we _____ having our registered office at

_____ are bound onto International Centre for Automotive Technology having
its office at Plot No. 26, Sector-3, IMT Manesar, Gurgaon-122050 (hereinafter referred to as the
“Buyer”) for the sum of Rs. _____ (_____) for
which payment will and truly to be made to the said buyer, the bank binds itself, its successors and
assigns by these presents.

The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the
Owner without any further proof or conditions and without demur, reservation, contest, recourse or
protest and without any enquiry or notification to the bidder merely on a demand from the Owner
stating that the amount claimed is due to the Owner under the Contract. Any such demand made on
the bank by the Owner shall be conclusive as regards the amount due and payable by the bank under
this bank guarantee and the bank shall pay without any deductions or set-offs or counterclaims
whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to
make an unlimited number of demands under this bank guarantee provided that the aggregate of all
sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed
Amount.

The Guarantee will remain in force upto _____ after the period of tender validity and any
demand in respect thereof should reach the bank not later than the above date.

Notwithstanding anything contained herein our liability under this bank guarantee shall not exceed
Rs. _____ (_____). This bank guarantee

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shall be valid upto _____ and we are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before _____.

All claims under this guarantee will be payable at

_____. This guarantee will be returned to us as soon as the purpose for which it is issued is fulfilled or its expiry whichever is earlier. If we are not in receipt of this original bank guarantee within the stipulated period, it shall be deemed to be automatically cancelled unless extended further before expiry of validity.

AND WHEREAS one of the terms of the said tender is that you shall submit an EMD of Rs. /- (Rupees _____ only) to the bidder.

Now, We _____
(hereinafter referred to as 'Bank') having its registered office at _____
and branch office at _____
_____ hereby irrevocably agree and undertake as follows:

1. That the said bidder shall submit the bank guarantee of Rs. _____ /- (Rupees _____ only) towards EMD.
2. That the said 'bidder' shall duly and faithfully carry out to your satisfaction its obligation under the said Tender failing which we hereby unconditionally and irrevocably guarantee to pay to you without reference to the said 'bidder' and without any demur, merely on demand from you stating that the amount claimed is due, all or any sums of monies upto a maximum of Rs. _____ /- (Rupees _____ only). Any such demand made on us by you shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ /- (Rupees _____ only).
3. We, the Bank, further agree that we shall accept the correctness of any claim that may be made by you without raising any objection of whatsoever nature irrespective of any dispute or difference between the 'bidder' and you and the statement so submitted by you shall be binding and conclusive on us. We hereby further unconditionally and irrevocably guarantee that the amount hereby guaranteed shall become due and payable on your serving us with a notice requiring of the said amount and the said notice shall be deemed to have been serviced on us if delivered by personal delivery or any other mode (i.e. Courier/Post/Fax/E-mail etc) and the payment under this guarantee shall be made by us within three days from the date of receipt of such notice, without reference to 'bidder'.
4. We, the Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that will be taken against EMD or till you certify that the terms and conditions of the said Tender have been fully and properly carried out by the bidder and accordingly discharge the guarantee, whichever is earlier. Unless, the demand or claim under this guarantee is made on us in writing on or before _____ shall be discharged from all liability under this guarantee thereafter.

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5. We, the Bank, hereby agree that the decision of ICAT as to whether the bidder has failed to or neglected to perform or discharge his duties and obligations under the said tender shall be final and binding on the Bank.
6. We, the Bank, further agree that you shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said tender which is accepted by bidder or to extend time from time to time or to postpone for any time or from time to time the powers exercisable by you against the bidder and to forbear to enforce any of the terms and conditions of the tender and we shall not be relieved from our liability for any reason of any such variation or any extension granted to the said 'bidder' or for any forbearance or omission on your part or any indulgence by you to the said 'bidder' or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving us.
7. The guarantee herein shall not be determined or become ineffective by reason of the fact or winding up, liquidation, dissolution or change of constitution or insolvency of the 'bidder' and/or bank but shall remain in full force and effect and shall be binding and operative till expiry of the period hereinafter specified.
8. We, the Bank, lastly undertake not to revoke the guarantee during its currency except with the previous consent of ICAT in writing.
9. We further agree that this guarantee shall be governed by Indian Law.
10. We also agree that this guarantee is subject to the jurisdiction of the courts situated at **Gurgaon** and if any dispute is arisen in respect of or in connection with this guarantee, the same shall be tried only at the courts situated at **Gurgaon** and not by any other courts.
11. NOTWITHSTANDING anything contained hereinabove our liability under this guarantee is restricted to Rs. _____/- (Rupees _____ only). This guarantee shall remain valid till _____ only. Unless a claim in writing is lodged with us within 3 months from the expiry of this bank guarantee, your rights under this guarantee shall be forfeited and we shall be released and discharged from all liabilities under this guarantee.

Date:

Details of the Bank Official:

Name of the Bank Official:

Address of the Bank:

Contact No.:

Fax No.

E-mail ID:

Corporate Seal of the Bank

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank

Form “O”

Proforma for Performance Bank Guarantee

(To be executed on non Judicial stamped paper of an appropriate value)

WHEREAS International Centre for Automotive Technology (ICAT) having its corporate office at Plot No. - 26, Sector – 3, HSIIDC, IMT - Manesar, Gurugram - 1220050, Haryana (India) (hereinafter referred to as “**The Owner**” which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) has executed a contract on [*Please insert date of execution of Contract*] (“**Contract**”) with [*insert name of the Successful Bidder*](hereinafter referred to as the “**Contractor**” which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the performance, execution and implementation of the Works (“**Works**” shall have the meaning ascribed to it in the Contract] based on the terms & conditions set out in the Tender Documents number [*insert reference number of the Tender Documents*] dated [*insert date of issue of Tender Documents*].....and various other documents forming part thereof.

AND WHEREAS one of the conditions of the Contract is that the Contractor shall furnish to the Owner a Bank Guarantee from a scheduled bank in India having a branch at New Delhi for an amount equal to 5% (five percent) of the total Contract Sum (the amount guaranteed under this bank guarantee shall hereinafter be referred to as the “**Guaranteed Amount**”) against due and faithful performance of the Contract from the post-commissioning stage of the Works under the Contract, including the performance bank guarantee obligation and other obligations of the Contractor for the supplies made and the Works being performed and executed by under the Contract. This bank guarantee shall be valid from the date hereof up to the expiry of the Warranty Period including any extension thereof.

AND WHEREAS the Contractor has approached [*insert the name of the scheduled bank*] (here in after referred to as the “**Bank**”) having its registered office at [*insert the address*].....and at the request of the Contractor and in consideration of the promises made by the Contractor, the Bank has agreed to give such guarantee as hereunder:-

- (i) The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the Owner without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any enquiry or notification to the Contractor merely on a demand from the Owner stating that the amount claimed is due to the Owner under the Contract. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or set-offs or counterclaims whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount.
- (ii) However, the Bank’s liability under this bank guarantee shall be restricted to an amount not exceeding [*figure of Guaranteed Amount to be inserted here*].....

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.....only).

- (iii) The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to forbear endorsing any powers or rights or by reasons of time being given to the Contractor which under law relating the Surety would but for the provisions have the effect of releasing the surety.
- (iv) The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Contractor and / or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/ or the Contract.
- (v) The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is affected.
- (vi) This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of New Delhi for the purposes of settling any disputes or differences which may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.
- (vii) All capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.

NOTWITHSTANDING anything stated above, the liability of the Bank under this bank guarantee is restricted to the Guaranteed Amount and this bank guarantee shall expire on the expiry of the Warranty Period under the Contract. Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this bank guarantee all the rights of the Owner under this bank guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder. However, if the Contractor's obligations against which this bank guarantee is given, are not completed or fully performed by the Contractor within the period prescribed under the Contract, the Bank hereby agrees to further extend the bank guarantee for further periods of six months each till the Contractor fulfills its obligations under the Contract.

We have the power to issue this bank guarantee in your favour under Memorandum and Article of Association and the Undersigned has full power to do so under the Power of Attorney dated [*date of power of attorney to be inserted*]granted to him by the Bank.

Date:

Details of the Bank Official:

Name of the Bank Official:

Address of the Bank:

Contact No.:

Fax No.

E-mail ID:

Corporate Seal of the Bank

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank

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Form "P"

FORMAT OF DECLARATION IN LIEU OF EMD/BID SECURITY

(To be submitted on the Bidder's Letter Head)

Bidder's Name.....

.....

.....

(Address and Contract Details)

Bidder's Reference No.....Date.....

To,

The Director International Centre for Automotive Technology

Plot No. 26, Sector-3, Near HSIIDC, IMT Manesar Gurgaon-122050

Reference: Tender Document No.....Tender Title:.....

Sir/Madam,

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Document, bids must be supported by a Bid Securing Declaration in lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing Declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender in ICAT for 1 Year (12 Months) from the date of opening of this bid if we breach our obligations under the tender conditions if we:

1. Withdrawn/Amend/Impair/Derogate, in any respect, from our bid, within the bid validity or

2 Being notified within the bid validity of the acceptance of our bid by the ICAT:

a) Refused to or failed to produce original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document

b) Fail or refuse to sign the contract

We know that this bid Securing Declaration shall expire if the contract is not awarded to us,

upon:

1. Receipt by us for your notification

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a) of cancellation of the entire tender process or rejection of all bids or

b) of the name of the successful bidder or

2. Forty-Five days after the expiration of the bid validity period or any extension to it.

(Signature with Date)

(Name and Designation)

Duly Authorized to Sign the Bid for and on behalf of (Name & Address of Bidder and Seal of Company)

Date onday of.....

Place.....

Key Notes:-

1. The Bidder have to submit EMD/Bid security for the value specified in the Bid Documents in the form of DD/NEFT/RTGS/BG.

ii. MSME registered with Udyog Aadhar and NSIC or Central Purchase organizations are exempted from EMD must submit signed 'Bid Security Declaration' as per format given (refer Form P of this ATC) on Firm/Company letter head. MSE or firms registered with the Central Purchase organizations are required to submit their registration certificates in support of their request for exemption from EMD along with Bid security Declaration. However, as per clarification issued by DC MSME vide office memorandum dated 25th March 2022, traders/Distributors/Sole agents/Work contracts are not eligible for benefits under MSME category.

iii. Non-submission of EMD as per Bid requirement or Bid Security Declaration along with supporting documents for exemption from EMD by MSE or other exempted bidders, will be treated as unresponsive and disqualified from further procurement process as per para 7.3.1(ii) of Manual for procurement of goods 2017

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Form “Q”

FORMAT OF DECLARATION FOR BUG FREE SOFTWARE

To,
International Centre for Automotive Technology
Plot No. 26, Sector – 3, Near HSIIDC Office, IMT Manesar
Gurgaon – 122050 (Haryana)

Ref: ICAT/GeM/Parivartan/ERP/2025-26/265

Sub: Technical Proposal for Procurement Implementation of ERP Solution (ZOHO) with License,
Cloud Hosting, Customization, and Post-Implementation Support at ICAT, Manesar (Haryana)

Sir/Madam,

To the best of our knowledge, our _____ (Name of solution/
tool/product) to be supplied and implemented at ICAT is free from bug/ embedded malicious/
fraudulent code/ Malware/ covert channel in the code.

We have addressed and fixed all the issues based on latest Top 10 OWASP (Open Web
Application Security Project) vulnerabilities.

There are no back doors or trojans in the solution.

Yours faithfully,

Date:
Person
Place:
Signatory:

Seal:

Signature of the Authorized

Name of the Authorized

Designation:
Name of the Organization:

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Form – R

Format for Annual Turnover

(To be submitted on letterhead of Chartered Accountant along with their UDIN)

Ref: ICAT/GeM/Parivartan/ERP/2025-26/265

Annual Turnover Declaration

The Annual Turnover to be provided in the following format for the 3 (Three) Financial Years.

Financial Information (in INR)			
Financial Year	2022-23	2023-24	2024-25
Annual Turnover (In Lakhs)			
Average Annual Turnover:			
Note: Annual turnover should be certified by Chartered Accountant/ Statutory Auditors.			

Certificate from the Chartered Accountant/Statutory Auditor

This is to certify that _____ (Name of the Bidder) had a turnover as shown above against the respective financial years.

Name of the audit firm:

Seal of the audit firm:

Membership No. of Chartered Accountant:

UDIN:

Date:

(Signature, name and designation of the Chartered Accountant)

Note:

1. *The details submitted by the Bidder in FORM IV must be corrected and submitted by the bidder with UDIN. "Form R" submitted without valid UDIN shall not be considered.*
2. *Average annual turnover over the last three years (i.e. 2023-23, 2023-24 & 2024-25) shall be min. INR 80 Lacs.*
3. *Financial turnover: Financial statement / certificate duly signed and stamped from authorized Chartered Accountant with UDIN No*

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Form S

Declaration by the Bidder for Code of Integrity & Conflict of interest

(On the Letter Head of the Bidder)

Date _____

To,
The International Centre For Automotive Technology
Unit – National Automotive Board (NAB), Ministry of Heavy Industry (Govt. of India)
Plot No. 26, Sector – 3, Near HSIIDC Office, IMT Manesar, Gurugram – 122051 (Haryana)

Sir,

With reference to your Tender No. _____ dated _____ I/We hereby declare that we shall abide by the Code of Integrity for Public Procurement as mentioned under Para of your Tender document and have no conflict of interest as mentioned under Para of Tender.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

(a)

(b)

(c)

We undertake that we shall be liable for any punitive action in case of transgression/ contravention of this code.

Thanking you,

Yours sincerely,

Signature
(Name of the Authorized Signatory)
Company Seal

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265
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Form “T”

Undertaking For Product/Service Compliance

(To be submitted Original on Bidder Letter Head)

To,
The Purchase Office,
International Centre For Automotive Technology
Plot No. 26, Sector – 3, Near HSIIDC, IMT Manesar, Gurgaon 122051 (Haryana)

Sub: Undertaking for Product Compliance

Dear Sir/ Madam,

I/We, [Bidder/Seller's Name] hereby undertake that all the Products/Services offered in response to the tender fully comply with the specifications or requirements mentioned in the tender document. We confirm that the offered products/services meet the technical requirements, standards, and features outlined in the tender. In case of any deviations, we commit to notifying the buyer and obtaining approval before the delivery of products.

Date: _____

Signature of Authorized Signatory: _____

Name and Designation: _____

Seal: _____

Tender Reference No. ICAT/GeM/Parivartan/ERP/2025-26/265
ATC for Implementation of ERP Solution (ZOHO) with License, Cloud Hosting, Customization,
and Post-Implementation Support

Form “U”

Earnest Money Deposit

[To be executed on the Letter Head of the Bidder]

Date: _____

International Centre for Automotive Technology
Plot – 26, Sector – 3, IMT, Manesar,
Gurugram – 122051.

Re: Tender No._____

We hereby enclose NEFT/RTGS UTR No. _____, dated _____, for
Indian Rupees _____ Only (to be filled in figures and words both),
drawn on _____, in favour of “International Centre for Automotive
Technology”, payable at Manesar, India.

OR

We hereby enclose Earnest Deposit Money Bank Guarantee for Rs. _____ [amount to
be filled in figures and words both] issued by _____ [Name of the Bank], on
_____ [Insert date of issue] valid up to _____.

**Name of Bidder
Representative**

Signature of Authorized