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**SAINIK SCHOOL GHORAKHAL
DISTT- NAINITAL(UTTARAKHAND)
PIN-263156**

RFP No: SSGK/ERP/2026-27

Date _____

Cost of the form Rs. 500/- paid vide SSGK MR No. / DD No. _____ dated _____

Earnest Money Rs 5000/- paid vide DD No. _____ dated _____

INVITATION OF TENDER FOR ENTERPRISE RESOURCE PLANNING (ERP)

1. Sainik School Ghorakhal, Nainital as buyer is inviting bids for Enterprise Resource Planning (ERP). Bids in sealed cover are invited for services required listed in this RFP. Please superscribe the above mentioned Title, RFP No. and Date of opening of the bids on the sealed cover to avoid the bid being declared invalid. Bid envelope should clearly state **“Enterprise Resource Planning (ERP).”**

2. The address & contact number of sending tender / bids & all seeking clarification regarding this RFP are given below:-

(a) Bids/queries to be addressed to: Principal, Sainik School Ghorakhal
Post Office – Ghorakhal
District- Nainital (Uttarakhand)
PIN- 263156

(b) Postal Address: Principal, Sainik School Ghorakhal
Post Office – Ghorakhal
District- Nainital (Uttarakhand)
PIN- 263156

(c) Telephone No. 05942-220051

3. This RFP is divided into six parts as follows:-

(a) **Part-I** – Contains general information & instruction of bidders about the RFP such as the time, place of submission and opening of tenders, validity period of tenders etc.

(b) **Part-II** – Contains essential details of the items / services required, such as the Schedule of Requirements (SOR), Delivery period, Mode of delivery and Consignee details.

(c) **Part-III** – Contains standard conditions of RFP, which will form part of the contract with the successful Bidder.

(d) **Part-IV** – Contains special conditions applicable to this RFP and which be also form part of the contract with the successful Bidder.

(e) **Part-V** – Contains evaluation criteria, Terms & conditions, format for price bids along with returnable Performa and Technical specifications.

(f) **Part-VI** – Financial Bid.

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4. This RFP (single copy priced @ Rs 500/-) is issued with no financial commitment. The Buyer reserves the right to change or vary any part of RFP at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage. Bidders willing to quote the rate of items list provided in the RFP as **Appendix 'B'**.
5. Bidders are requested to indicate their acceptance of the above offer based on the terms and conditions as mentioned in the succeeding paragraph and as per **Appendix-C**.

Administrative Officer
For Principal

Part-I General Information

1. **Pre-Bid Conference**: Pre Bid conference will be held on **28-09-2026 at 0900 hrs** at Sainik School Ghorakhal. Pre Bid Conference is compulsory to all bidders. All clarifications are to be resolved in the Pre Bid Conference. No revision of Commercial Bid would be permitted after opening of the Technical Bid.

The Bidder or its authorized technical representative shall be required to visit Sainik School Ghorakhal before submission of the Technical Bid. The purpose of the site visit shall be to understand the School's existing systems and processes, review the available data, records and reports, understand the operational requirements and seek necessary clarifications regarding the ERP requirements.

During the site visit, the Bidder shall assess the requirements specified in the ERP Functional Requirements / Technical Compliance Matrix and determine whether each required functionality is available as a standard functionality, can be made functional after data migration/configuration, is not available, or requires customization.

The Bidder shall take into account the information and clarifications obtained during the site visit while preparing its Technical Bid and shall not subsequently claim lack of understanding of the existing data, reports, processes or requirements as a reason for non-compliance.

If a bidder does not attend the Pre-Bid Conference, their bid may be rejected.

2. **Last Date and Time for Depositing the Bids**: **05 Oct 2026 (1500 hrs).**

3. **Manner of Depositing the Bids**: Sealed Bids can be sent by Registered post (ensuring to be reach by due date) or dropped in the Tender Box marked as **INVITATION OF TENDER FOR ENTERPRISE RESOURCE PLANNING (ERP)** kept at:-

Reception Room, School Main Gate No. -02, Sainik School Ghorakhal, Nainital

The bids should reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for delay or non delivery/non-receipt of Bid documents. The bid shall be signed by the authorized person and his/her full name and status to be indicated below the signature along with the official stamp of the firm. The bid should be packed in envelope before dropping into the tender Box or sending by Registered Post. The tender will be placed in sealed envelop & addressed to The Principal, Sainik School Ghorakhal. The Name & address of the tenderer will inevitably be mentioned. The envelope will be marked in bold with **"INVITATION OF TENDER FOR ENTERPRISE RESOURCE PLANNING (ERP)."**

4. **Time and Date for opening of Bids**: **05 Oct 2026 (1530 hrs).**

(If due to any exigency, the due date of opening of the bids is declared a closed holiday. The bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

5. **Location of the Tender Box**: Reception Room, School Main Gate No 02, Sainik School Ghorakhal. Only those Bids which are found in the tender box will be opened for consideration. Bids dropped in the wrong Tender box or received after the due date and time, will not be accepted and it will be rendered invalid.

6. **Place of Opening of the Bids**: The Reception room of Sainik School Ghorakhal. Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. This event will not be postponed due to non-presence of your representative.

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7. **Forwarding of Bids:** Bids should be forwarded by Bidders under their original memo/ letter pad inter alia furnishing the following details:-

- (a) Firm Name including complete postal / e-mail address and Fax/ Telephone No.
- (b) Photocopy of PAN/TAN Number
- (c) Photocopy of Aadhar Card
- (d) GST number/TIN number
- (e) Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)
- (f) Experience Certificate related services / supply (if any)
- (g) Detail of EMD Bank Draft
- (h) List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.
- (j) Price Bid Performa
- (k) Duly completed **ERP Functional Requirements / Technical Compliance Matrix** provided in the RFP, clearly indicating compliance against each requirement as **Available / Not Available / Customization Required**, along with remarks wherever applicable.
- (l) Detailed description of the proposed **cloud hosting infrastructure**, including name of Cloud Service Provider, hosting architecture, data-centre/hosting location, storage, security measures, backup mechanism and disaster recovery arrangements.
- (m) Details of the proposed **data migration plan**, including migration of existing digital records, scanned documents and other data (non-digital) available with the School.
- (n) Details of training proposed for School users, including administrators, teachers and other concerned staff.
- (p) Details of technical support and maintenance arrangements, including the proposed **on-site technical support personnel/engineer**, support mechanism, escalation matrix and contact details.
- (l) Declaration that the firm has not been black listed by department / agency etc either by the State or Central Government.

8. **Two Bid System:** The bids are being invited under Two Bid System and separate commercial and technical clauses (bids) will be considered. Only technical bid would be opened at the time and date mentioned above. Date of opening of the financial bid will be intimated after acceptance of the technical bid. Financial bid of only those firms will be opened, whose technical bids are found compliant/suitable after technical evaluation is done by the buyer.

9. **Clarification regarding contents of the RFP:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the buyer in writing about the clarifications sought not later than 14 days prior to the date of opening of the bids. Copies of the query and clarification by the purchaser will be sent to all prospective bidders who have received the bidding documents.

10. **Modifications and Withdrawal of Bids:** A bidder may modify or withdraw his bid after submission provided that the written notice of modifications or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by e-mail / Fax but it should be followed by a signed confirmation and should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security deposited by the bidder.

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11. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
12. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post- tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
13. **Unwillingness to Quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bids, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.
14. **Validity of Bids:** The Bids should remain valid till 120 days from the last date of submission of bids.
15. **Earnest Money Deposit:** Bidders are required to submit Earnest Money Deposit (EMD) along with the Bid. The EMD may be submitted in the form of **Demand Draft in favour of PRINCIPAL, SAINIK SCHOOL GHORAKHAL, payable at Bhowali, (CODE NO. 01352)**, a refundable amount of **Rs. 5000/- (Rupees Five Thousand only)** will be charged as EMD against the tender. As per chapter 4.7.7 of DPM 2009, bid security is not required to be submitted by those firms, who are registered with the Central Purchase Organization DG S & D, MSME and organizations registered with National Small Industries Corporation (NSIC) or concerned department of Ministry of the Government of India like NCCFI and Kendriya Bhandar. EMD is to remain valid for a period of 45 days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them without any interest whatsoever before the 30 days after the award of the contract. The bid security of the successful bidder would be returned without any interest whatsoever, after the receipt of the Performance Security (PBG) from them as called for in the contract. The EMD will be forfeited, if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.

PART II - Essential Details of Items / Services

1. **Delivery Period:** Delivery period for services / supply would be as per supply order placed. Please note that contract can be cancelled unilaterally by the Buyer in case services are not received within the stipulated delivery period. Extension of delivery period will be at the sole discretion of the Buyer with applicability of LD clause.

(a) Implementation and Customization Period:

The Bidder shall complete the implementation, configuration and all customizations identified and agreed upon for the ERP system within 30 days from the date of receipt of the formal requirement/approval from the School.

The customized functionalities shall be tested and demonstrated to the School before being considered complete. The ERP system shall be considered fully functional only after the required modules and agreed customizations have been successfully implemented, tested and made operational.

(b) Data Migration:

The Bidder shall provide a **dedicated On-Site Resource Person** at the School during the data migration phase, who shall remain available until the ERP system is made fully

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functional and operational for all the modules covered under the RFP. The Resource Person shall provide necessary assistance in **data migration, data verification, configuration, testing, user support, resolution of** technical issues and other implementation-related activities as required by the School. The **data migration shall be completed within one month from the date of completion of the agreed customizations.**

2. **Terms of Delivery:** It will be sole responsibility of seller to deliver the items / services mentioned in supply order at Consignee address.
3. **Consignee Details:** Principal, Sainik School Ghorakhal, Nainital.
4. **Contract Period:** The contract shall be effective from the date of successful implementation and commissioning of the ERP system and shall remain valid for a period of three years, subject to satisfactory performance and compliance with all terms and conditions of the contract/RFP.

The performance of the ERP system and services shall be reviewed quarterly by the School through the designated stakeholders/committee on parameters including, but not limited to, system availability/uptime, reliability and smooth functioning of all modules, timely resolution of complaints and technical issues, adherence to SLA and response/resolution timelines, accuracy and integrity of data, effectiveness of data backup and recovery, performance of integrations, timely completion of agreed customizations/updates, user support and training, and overall satisfaction of the users. A quarterly performance report shall be prepared and maintained by the School.

In case the performance/services are found unsatisfactory, or the bidder fails to meet the prescribed service levels, performance parameters or any other material requirement of the contract, the School shall be entitled to issue a written notice specifying the deficiencies and requiring their rectification within a reasonable period specified in the notice. If the deficiencies are not satisfactorily rectified within the stipulated period, or in case of any material breach/default, repeated failure, or continued unsatisfactory performance, the School shall have the right to terminate the contract by giving written notice to the bidder, in accordance with the applicable terms of the contract

It can be extended upto 03 years subject to mandatory good performance and absolute discretion of Principal, Sainik School Ghorakhal. Please note that contract can be cancelled unilaterally by the School in case of any violation of terms and conditions of contract/default by the contractor as provided elsewhere in the contract documents/RFP.

5. **Eligibility Criteria:**
 - (a) An Indian National holding the valid identity proof such as Voter ID Card issued by Electoral Commission of India / Aadhaar Card / Ration Card / Driving License / Passport. He should not have any adverse / disciplinary case in Police Station.
 - (b) Self attested copies of following documents need to be attached:-
 - (a) Firm Name including complete postal / e-mail address and Fax/ Telephone No.
 - (b) Photocopy of PAN/TAN Number
 - (c) Photocopy of Aadhar Card
 - (d) GST number/TIN number
 - (e) Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)
 - (f) Experience Certificate related services / supply (if any)

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- (g) Detail of EMD Bank Draft
- (h) List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.
- (j) Price Bid Performa
- (k) Duly completed **ERP Functional Requirements / Technical Compliance Matrix** provided in the RFP, clearly indicating compliance against each requirement as **Available / Not Available / Customization Required**, along with remarks wherever applicable.
- (c) Earnest Money Deposit of **Rs. 5000/-** is to be deposited by **Demand Draft in favour of PRINCIPAL, SAINIK SCHOOL GHORAKHAL, payable at Bhowali, (CODE NO. 01352)**, with other documents as mentioned in RFP.

6. **Signing of Contract Agreement:** The successful bidders / contractor will be required to sign an agreement with the buyer within 30 days from the date of written intimation to the bidder to this effect.

7. **Contract Operating Authority:** The contract for Enterprise Resource Planning (ERP) for Sainik School Ghorakhal, Nainital once finalised, will be operated by Principal, Sainik School Ghorakhal through its designated staff.

8. **Cancellation of the Contract in Part or in Full due to Contractor's Default:** If the contractor, in the opinion of the School authorities fails or neglects to comply with any of the terms and conditions of the contract or with any other issued there under then in such a case the School authorities shall without prejudice to any other right or remedies under this contract, have the right and be entitled to cancel the contract by giving 30 days notice in writing to the contractor, without being liable to pay any compensation for such cancellation. The contractor, however, will be entitled to be paid amount after deduction if any amount due to the School authorities towards outstanding rebate, water, electricity, room rent and allied charges payable by the contractor. In the event of cancellation of the contract in the circumstances aforesaid, the contractor shall on demand by the Govt. or the authorized representative thereof, handover immediately, to the Govt, or the authorized representative of all Govt stores/components in the possession or custody of the vendors without waiting for the payment or even settlement of any claim already made or intended to be made by the contractor.

PART III – Standard Conditions of RFP

The Bidder is required to give confirmation of their acceptance of the standards condition of the request for proposal mentioned below which will automatically be considered as part to the contract concluded with the successful bidder (i.e. Seller in the Contract) as selected by the buyer. Failure to do so may result in rejection of the Bid submitted by the bidder.

1. **Law:** The contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

2. **Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

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3. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the contract or relating to construction or performance, which cannot be settled amicably, shall be referred to the sole arbitration of the Principal, Sainik School Ghorakhal or person appointed by him on his behalf in terms of arbitration and conciliation act, 1996 as amended from time to time and the decision of such arbitration shall be final and binding on both the parties.

4. **Penalty for use of Undue Influence:** The seller undertakes that he has not given offered or promised to give directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the contracts or forbearing to do or for having done or for borne to do any act in relation to the obtaining or execution of the present contract or any other contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present contract or any other contract with the Government of India. Any breach of the aforesaid undertaking by the seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the seller) or the commission of any offers by the seller or any employed by him or acting on his behalf, as defined in Chapter IX of the Bhartiya Nyaya Sanhita(BNS) 2023 or the Prevention of Corruption Act 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the seller and recover from the seller the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the affect that a breach of the undertaking had been committed shall be final and binding on the seller. Giving or offering of any officer / employee of the Buyer or to any other person in a position to influence any officer / employee of the Buyer for showing any favour in relation to this or any other contract shall render the seller to such liability / penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the bank guarantee and refund of the amounts paid by the Buyer.

5. **Non-disclosure of Contract Documents:** Except with the written consent of the Buyer / Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

6. **Liquidated Damages / Penalty Clause:** In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, Supply the stores / goods and conduct trials etc as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The Buyer may also deduct from the Seller as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed / undelivered stores / services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

7. **Termination of Contract:** The Buyer shall have the right to terminate the contract in any of the following cases:

(i) Delay in Implementation: The implementation, installation, configuration, integration or commissioning of the School ERP is delayed by more than 30 days beyond the scheduled date, for reasons attributable to the Seller, despite written notice by the Buyer.

(ii) Failure to Provide Services: The Seller fails to provide the agreed ERP services, technical support, maintenance, updates, training or other deliverables as specified in the contract and does not rectify the deficiencies within 15 days of receipt of written notice from the Buyer.

(iii) **Non-Compliance with Specifications:** The ERP system supplied or implemented by the Seller does not conform to the technical specifications, functional requirements, security requirements or other terms and conditions specified in the contract, and the Seller fails to rectify the same within the stipulated period.

(iv) **Breach of Contract:** The Seller commits a material breach of any term or condition of the contract and fails to remedy such breach within 15 days of receipt of written notice from the Buyer.

(v) **Insolvency / Bankruptcy:** The Seller is declared bankrupt, becomes insolvent, enters into liquidation or ceases to carry on its business.

(vi) **Data Security / Confidentiality:** The Seller commits any material breach relating to confidentiality, protection, security, unauthorized disclosure, misuse or loss of the School/Cadet data or permits unauthorized access to the ERP system.

(vii) **Persistent Failure:** The Seller repeatedly fails to resolve critical technical issues, system failures or service-related complaints within the response and resolution timelines prescribed in the contract.

(viii) **Decision of Arbitration Tribunal:** As per the decision of the Arbitration Tribunal, wherever applicable. Upon termination of the contract, the Seller shall provide all necessary assistance to the Buyer for handover of School data, records, databases, backups, configurations and other relevant information in a usable and secure format, without any additional cost to the Buyer, subject to the terms of the contract.

8. **Notices:** Any notice required or permitted by the contract shall be written in the English / Hindi language and may be delivered personally or may be sent by registered pre-paid mail, addressed to the last known address of the party to whom it is sent.

9. **Amendments:** No provision of present contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this contract and signed on behalf of both the parties and which expressly states to amend the present contract.

10. **Transfer and Sub-letting:** The seller has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present contract or any other part thereof.

11. **Taxes and Duties:**

(a) **General**

(i) If Bidder desires to ask for excise duty or Sales Tax / GST extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

(ii) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entertained after the opening of tenders.

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(iii) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

(iv) If a Bidder is exempted from payment of any duty/tax up to any value of supplies from them, he should clearly state that no such duty/tax will be charge by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes liveable later on, in respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

(v) Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. If any obtained by the seller.

(b) **Sales Tax/ GST:**

(i) If it is desired by the Bidder to ask for Sales tax / GST and transportation to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of sales tax, transportation and no liability of sales tax will be developed upon the Buyer.

PART IV – Special Conditions of RFP

The bidder is required to give confirmation of their acceptance of special conditions of the RFP mentioned below which will automatically be considered as part of the contract concluded with the successful bidder (i.e. Seller in the contract) as selected by the buyer. Failure to do so may result in rejection of bid submitted by the bidder.

1. **Security Deposit:** The bidder will be required to furnish a Security Deposit for Security against tender against an official receipt issued by school authority within 30 days of signing of the contract. The Security Deposit will be released only after expiry of the contract after adjusting outstanding dues, if any payable by the contractor. The security deposit is to be made in favour of Principal Sainik School Ghorakhal. The bidder is to note that once contract is finalised, after due negotiations of rates, has to deposit **security amount upto 10% of the total cost in the form of Demand Draft**, before the indent for supply / services is placed. In case the approved bidder fails to deposit security money by the due date, the EMD will stand forfeited and he would have no further claim of the contract and forfeited amount.

2. **Payment Terms:** It will be mandatory for bidder to include their bank account number and other relevant e-payment details so that payment could be made through RTGS / NEFT etc or through cheques wherever feasible.

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3. **Risk & Expense clause:**

(a) Should the stores / services or any installment thereof not be delivered within the time or times specified in the contract document, or if defective delivery or services is made in respect of the stores or any installment thereof, the Buyer shall after granting the Seller 07 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as remedy for breach of contract, declare the contract as cancelled either wholly or to the extent of such default.

(b) Should the stores / services or any installment thereof not perform in accordance with the specifications/ parameters provided by the Seller during the check proof tests to be done in the Buyer's country, the Buyer shall be at liberty, without prejudice to any other remedies for breach of contract, cancel the contract wholly or to the extent of such default.

(c) In case of a material breach that was not remedied within 07 days the Buyer shall, having given the right of first refusal to the Seller be at liberty to purchase, manufacture, or procure from any other source as he thinks fit, other stores of the same or similar description to make good:-

(i) Such default

(ii) In the event of the contract being wholly determined the balance of the stores / services remaining to be delivered there under.

(d) Any excess of the purchase price, cost of manufacturer, or value of any stores procured from any other supplier as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the Seller. Such recoveries shall not exceed 10% of the value of the contract.

4. **Force Majeure Clause:** Should any force Majeure circumstance arise each of the contracting party shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party with 10 days of its occurrence informs the other party in writing Force Majeure shall means fire, floods, natural disasters of other acts, that are unanticipated or unforeseeable and not brought about at the instance of the party claiming to be affected by such event or which, if anticipated or foreseeable could not be avoided or provided for and which has caused the non performance or delay in performance such as war, turmoil, strikes, sabotage, explosions, quarantine restriction beyond the control either party. A party claiming Force Majeure shall exercise reasonable diligence to seek to overcome the Force Majeure event and to mitigate the effect thereof on the performance of its obligations under this contract.

(a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the preset contract.

(b) In such circumstances, the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

(c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 days from the moment of their beginning.

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(d) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

(e) If the impossibility of complete or partial performance of an obligation lasts for more than 06 months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 days to the other party of the intention to terminate without any liability other than reimbursement of the terms provided in the agreement of the goods received.

5. **Claims:**

The following claims clause will form part of the contract period on successful Bidder:-

(a) The quality claims will be raised solely by the buyer and without any certification / counter signature by the seller's representative.

(b) The contractor will be responsible for any eventuality such as specified at Part II, Part III and Part IV of RFP during the contract period. Discipline / adherence to security safety norms is the responsibility of contractor.

(c) The contractor and the personnel employed by him in discharge of the service shall observe all rules regarding security precaution as applicable to and enforced by Principal, Sainik School Ghorakhal. The decision of Principal in this regard would be final and binding.

(d) Principal, Sainik School Ghorakhal reserves the right to reject any offer without assigning any reason.

(e) The contractors undertake to see that no inflammable article is brought within the school campus area and on default the action will be decided by the Principal, Sainik School Ghorakhal.

(f) Any damages to the vendor occurred due to force Majeure or any negligence, Sainik School Ghorakhal will not be held responsible for the same.

6. **Repeat Order Clause:** The contract will have a repeat order clause, wherein the buyer can order upto 50% of services under the present contract within six months from the date of supply /successful completion of this contract, the cost, terms and conditions remaining the same. The bidder is to confirm acceptance of this clause. It will be entirely the discretion of the buyer to place the repeat order or not.

7. **Option Clause.** The contract will have an option clause, wherein the buyer can exercise an option to get an additional 50% of the original contracted services in accordance with the same terms and conditions of the present contract. This will be applicable within the currency of the contract. The bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the buyer to exercise this option or not.

8. **Fall Clause:** The following Fall Clause will form part of the contract placed on successful bidder.

(a) The price charged for the stores / services supplied under the contract by the contract shall in no event exceed the lowest prices at which the contractor provide the services of

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identical description to any persons / organisation including the purchaser of any department of the Central Government or any Department of State Government of any statutory undertaking the Central or State Government as the case may be during the period till performance of all supply orders placed during the currency of the rate contract is completed.

(b) If at any time, during the said period the contractor reduces the price, sells or offer to sell such stores / services to any person / organisation including the purchaser or any Department of Central Government or any Department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a price lower than the price chargeable under the contract, and the price payable under the contract for the stores of such reduction of sale or offer of the sale shall stand correspondingly reduced.

9. **Paying Authority:** Principal, Sainik School Ghorakhal, Nainital will be the paying authority. The payment of bills will be made on submission of the following documents by the seller to the Paying Authority along with the bill (As applicable)

(i) Ink- signed copy of Invoice/ Seller's bill.

(ii) Details for electronic payment viz Account holder's Name, Bank Name, Branch Name and Address, Account Type, Account Number, IFSC Code, MICR Code (if these details are not incorporated in supply order/ contract)

10. **Transportation:** The concern instruments (if any) shall be dispatched to the consignee by the supplier on his own arrangement.

11. **Quality Assurance:** The calling instrument should be mapped with classes & sections. This means that specific students should be able to call with specific sets.

12. **Inspection Authority:** Principal/Administrative Officer, Sainik School Ghorakhal, Nainital is the inspecting agency.

13. **Warranty:** The following warranty will form part of the contract placed on successful Bidder-

(a) The Seller warrants for a period of 12 months or existence of this contract for the date of acceptance of stores by Joint Receipt inspection or date of installation and commissioning, whichever is later, that the instruments/tools supplied under the contract and each component used in the manufacture thereof shall be free from all types of defects/ failures.

(b) If within the period of warranty, the instruments / tools are reported by the Buyer to have failed to perform as per the specifications, the seller shall either replace or rectify the same free of charge within a maximum period of 45 days of notification of such defect received by the seller, provided that the goods are used and maintained by the Buyer as per instructions contained in the Operating Manual. Warranty of the equipment would be extended by such duration of downtime. Record of the down time would be maintained by the user in the Log book. Spares required for warranty repairs shall be provided free of cost by the Seller. The Seller also undertakes to diagnose, test, adjust, calibrate and repair/replace the goods/ equipment arising due to accidents by neglect or misuse by the operator or damage due to transpiration of the goods during the warranty period, at the cost mutually agreed to between the Buyer and the Seller.

(c) The seller also warrants that necessary service and repair back up during the warranty period of the equipment shall be provided by the Seller.

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14. **Scope of Work**: Refer Appendix “E”

15. **Additional Terms & Conditions**:

(a) If the bidder is sourcing the software from another agency, an "**Authorization Certificate**" from the concerned agency shall be mandatory. The certificate must be submitted along with the Technical Bid.

(b) The bidder shall establish and maintain its own required infrastructure or use suitable cloud services for operating the ERP system. The School shall not be responsible for any infrastructure, hosting, cloud, server or related operational costs.

(c) The ERP application and associated database shall be hosted on a **dedicated and secure cloud environment**. The bidder shall clearly mention in the Technical Bid the proposed cloud service provider, hosting location/data centre, hosting architecture, storage capacity, backup mechanism, security measures and disaster recovery arrangements.

(d) The bidder shall ensure that the School's data is logically isolated from data belonging to other customers. The bidder shall not host, process, transfer or share School data through any third-party infrastructure or service other than that disclosed to and approved by the School.

(e) All data generated and stored through the ERP system shall remain the **property of Sainik School Ghorakhal**. The bidder shall not use, sell, share, disclose or process such data for any purpose other than providing the contracted services, except as specifically authorized by the School or required by law.

(f) The bidder shall provide the School with necessary access to its data and shall ensure that the School can obtain a complete copy of its data, including relevant database records and uploaded documents, in a commonly usable format, whenever required and upon termination/expiry of the agreement.

(g) The bidder shall provide appropriate data backup and disaster recovery arrangements. The bidder shall specify the frequency of backup, backup retention period, recovery mechanism and expected Recovery Point Objective (RPO) and Recovery Time Objective (RTO) in the Technical Bid.

(h) The Bidder shall provide comprehensive, unconditional and on-site maintenance and technical support for all hardware, software, infrastructure, and active and passive components covered under the agreement throughout the agreement period. The School shall have no maintenance obligations. No additional payment shall be made by the School for periodic software releases, updates, upgrades, bug fixes, error correction, rectification of technical issues or defects, or other technical issues arising during the contract period, whether identified during implementation or at any subsequent stage of the contract. However, any new functional requirements or changes in functionality specifically requested by the School and not covered under the agreed scope of work may be undertaken at an additional cost, subject to prior written approval of the School and approval of the quotation before commencement of such work.

(i) The entire model of this tender shall operate on a "**Use & Pay**" basis, absolving the School from any capital expenditure in this regard. The services shall be charged on a **per-cadet basis** as specified in the Financial Bid.

(j) The bidder shall provide necessary technical support and maintenance services throughout the agreement period. The bidder shall clearly specify the support mechanism, escalation matrix and contact details in the Technical Bid.

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(k) The Bidder shall provide a **dedicated On-Site Resource Person** at the School during the data migration phase, who shall remain available until the ERP system is made fully functional and operational for all the modules covered under the RFP. The Resource Person shall provide necessary assistance in **data migration, data verification, configuration, testing, user support, resolution of** technical issues and other implementation-related activities as required by the School.

(l) The requirement of the On-Site Resource Person shall be for a **minimum period of one month** and may be extended upto two months, depending upon the implementation requirements and the time required for making all modules of the ERP fully functional, as assessed by the School.

(m) The Bidder shall quote the charges for the On-Site Resource Person **on a per-month basis** separately in the Financial Bid. The charges shall include all costs associated with deployment of the Resource Person, except as specifically provided elsewhere in the RFP.

(n) The minimum uptime requirement for the ERP system shall be 95%, backed by a Service Level Agreement (SLA). For major breakdowns, the bidder shall provide appropriate response and restoration/resolution within a maximum period of 8 working hours from the time of reporting of the issue.

(o) In the event that the system uptime falls below the stipulated **95%**, the bidder shall be liable for financial penalties as specified in the RFP/SLA. **Acceptance of this condition shall be mandatory and shall be included in the Technical Bid.**

(p) The bidder shall ensure that all software updates, security patches, bug fixes and version upgrades required for the proper functioning and security of the ERP system during the agreement period are provided without additional cost, unless specifically excluded in the Financial Bid.

(q) Upon expiry or termination of the agreement, the bidder shall provide all School data and associated documents in a structured, machine-readable format and shall provide reasonable assistance for migration of such data to another system. No data shall be withheld on account of termination of the agreement, subject to settlement of legitimate contractual dues.

(r) The bidder shall be an established IT firm / Information Technology company / Computer Software or Application Development firm having the requisite capability and experience for development, implementation, customization, hosting, maintenance and support of the proposed ERP solution. The work covered under this RFP shall be executed directly by the bidder through its own resources. No part of the work shall be subcontracted, sublet, assigned or outsourced to any other firm, agency or third party without the prior written approval of the School. Bids submitted by intermediaries, agents, resellers or third-party firms who are not the actual ERP service provider shall not be considered.

Part V – Evaluation Criteria & Price Bid Issues

1. **Evaluation Criteria** – The broad guidelines for evaluation of Bids will be as follows:

(a) Only those Bids will be evaluated which found to be fulfilling all the eligibility and qualifying requirement of the RFP.

(b) The Financial Bids of only those bidders who are found technically compliant with the requirements of the RFP shall be considered for financial evaluation. The **Lowest Evaluated Bid**, meeting all mandatory technical and commercial requirements, shall be considered for placement of the Contract/Work Order, subject to satisfactory clarification, if any, and approval by the Competent Authority.

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(c) All taxes and levies including GST must be mentioned with their rates and value. No further correspondence on submitted quotations will be entertained after closing date of tender.

2. **TERMS AND CONDITIONS FOR ENTERPRISE RESOURCE PLANNING (ERP)**

(a) The Financial Bid will only be opened for bidders who qualify in the Technical Bid evaluation.

(b) No paper other than rates should be kept in Financial Bid.

(c) Incomplete, illegible and over written tenders are likely to be rejected by the Board of officers. Also, it is not mandatory on the part of Principal, Sainik School Ghorakhal to award contract to the agency / firm quoting the lowest. The decision of the Principal is final in case of acceptance / rejection of any tender depending on merit/quality and the factors in the interest of the school.

(d) Request for enhancement of rates under any circumstances, will not be considered once the rates are finalised. Hence, the bidder is to quote rates accordingly, keeping the market forces factor in mind. The market standing of the contractor in terms of permanent shop, infrastructure, financial soundness, previous service to the school, etc., shall be verified before award of the contract.

(e) Payment will be made by RTGS / NEFT only, once in a month on submission of the corrected bill, within a month from the date of receipt of the corrected bill for the services. Alternatively, the school would prefer to directly credit the amount to the agency's business account with State Bank of India, through core banking system. TDS deduction from each payment will be made, as per rules of Income Tax. **No advance payment is permissible.**

(f) Inability on the part of the contractor, to continue with the contract any time during the approved tenure will be liable to forfeiture of the entire security amount deposited with the school, without any notice and the contract shall be awarded to the next agency, without any prejudice.

(g) Rates should be written in figure as well as in words also.

(h) After the tendering procedure if any contractor would like to withdraw his tender, shows his inability to take up the contract after negotiation or in any reason not able to sign the agreement bond, the EMD deposited by the contractor will stand forfeited and he will have no further claim for the contract and forfeited amount.

(j) An agreement bond is to be executed on a non-judicial paper of Rs.100/- value by the approved supplier/ contractor before placement of order.

3. **Price Bid Performa:** Price Bid Performa for rate quoted by the bidder is attached as Appendix 'B'. The same must be used by the bidder for submitting the price bid for the Students Parent Automated Communication System.

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Appendix-A
RFP No: SSGK/ERP/2026-27

ELIGIBILITY DOCUMENT

1. The following documents are to be attached with the Technical bid:
 - (a) Firm Name including complete postal / e-mail address and Fax/ Telephone No.
 - (b) Photocopy of PAN/TAN Number
 - (c) Photocopy of Aadhar Card
 - (d) GST number/TIN number
 - (e) Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)
 - (f) Experience Certificate related services / supply (if any)
 - (g) Detail of EMD Bank Draft
 - (h) List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.
 - (j) Price Bid Performa
 - (k) Duly completed **ERP Functional Requirements / Technical Compliance Matrix** provided in the RFP, clearly indicating compliance against each requirement as **Available / Not Available / Customization Required**, along with remarks wherever applicable.
 - (l) Detailed description of the proposed **cloud hosting infrastructure**, including name of Cloud Service Provider, hosting architecture, data-centre/hosting location, storage, security measures, backup mechanism and disaster recovery arrangements.
 - (m) Details of the proposed **data migration plan**, including migration of existing digital records, scanned documents and other data (non-digital) available with the School.
 - (n) Details of training proposed for School users, including administrators, teachers and other concerned staff.
 - (p) Details of technical support and maintenance arrangements, including the proposed **on-site technical support personnel/engineer**, support mechanism, escalation matrix and contact details.
 - (l) Declaration that the firm has not been black listed by department / agency etc either by the State or Central Government.

Note:

1. All documents are to be self attested and all pages of RFP/contract documents are to be signed by Authorized Signatory.
2. Attach acceptance of terms and conditions provided with RFP duly signed.
3. Contract is for providing services at Sainik School Ghorakhal as per the services mentioned in Schedule of Requirement (SOR) mentioned at Part-II of RFP.
4. Contractors will be required to enclose necessary documents to prove their eligibility as given above and include affidavit for no recovery of outstanding/Undertaking or NOC, wherever required.

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DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage. I/We will be blacklisted and will not have any dealing with the Department in future.

Date:

(Authorized Signatory of bidder)

Place

(Sig. of bidder)

(Sig. of Presiding Officer)

TECHNICAL BID

- (1) Firm Name including complete postal / e-mail address and Fax/ Telephone No.
- (2) Photocopy of PAN/TAN Number
- (3) Photocopy of Aadhar Card
- (4) GST number/TIN number
- (5) Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)
- (6) Experience Certificate related services / supply (if any)
- (7) Detail of EMD Bank Draft
- (8) List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.
- (9) Price Bid Performa
- (10) Duly completed **ERP Functional Requirements / Technical Compliance Matrix** provided in the RFP, clearly indicating compliance against each requirement as **Available / Not Available / Customization Required**, along with remarks wherever applicable.
- (11) Detailed description of the proposed **cloud hosting infrastructure**, including name of Cloud Service Provider, hosting architecture, data-centre/hosting location, storage, security measures, backup mechanism and disaster recovery arrangements.
- (12) Details of the proposed **data migration plan**, including migration of existing digital records, scanned documents and other data (non-digital) available with the School.
- (13) Details of training proposed for School users, including administrators, teachers and other concerned staff.
- (14) Details of technical support and maintenance arrangements, including the proposed **on-site technical support personnel/engineer**, support mechanism, escalation matrix and contact details.
- (15) Declaration that the firm has not been black listed by department / agency etc either by the State or Central Government.

CHECK LIST

SI No	Bid Enclosures	Yes or No
	Bidder should positively write YES or NO	
1.	Whether Technical Bid (Envelope – A) and Financial Bid (Envelope – B) prepared and stamped in all pages by the Authorized Signatory?	
2.	Whether EMD deposit is put in the Technical Bid (Envelope – A)?	
3.	Whether the Tender is submitted in two covers namely Technical Bid (Envelope – A) and Financial Bid (Envelope – B)?	
4.	Whether two covers are put into an outer cover duly sealed with WAX?	
5.	Whether Technical Bid (Envelope – A) contains the following:-	
5.1	Firm Name including complete postal / e-mail address and Fax/ Telephone No.	
5.2	Photocopy of PAN/TAN Number	
5.3	Photocopy of Aadhar Card	
5.4	GST number/TIN number	
5.5	Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)	
5.6	Experience Certificate related services / supply (if any)	
5.7	Detail of EMD Bank Draft	
5.8	List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.	
5.9	Price Bid Performa	
5.10	Duly completed ERP Functional Requirements / Technical Compliance Matrix provided in the RFP, clearly indicating compliance against each requirement as Available / Not Available / Customization Required , along with remarks wherever applicable.	
5.11	Detailed description of the proposed cloud hosting infrastructure , including name of Cloud Service Provider, hosting architecture, data-centre/hosting location, storage, security measures, backup mechanism and disaster recovery arrangements.	
5.12	Details of the proposed data migration plan , including migration of existing digital records, scanned documents and other data (non-digital) available with the School.	
5.13	Details of training proposed for School users, including administrators, teachers and other concerned staff.	
5.14	Details of technical support and maintenance arrangements, including the proposed on-site technical support personnell/engineer , support mechanism, escalation matrix and contact details.	
6	Certificate of Acceptance as Appendix 'C'	

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Appendix-B**RFP No: SSGK/ERP/2026-27****PRICE BID FORMAT FOR ENTERPRISE RESOURCE PLANNING (ERP)**

1. **Price Bid:** The Price Bid Format is attached with the RFP as schedule. All Bidders are required to fill up correctly for Enterprise Resource Planning (ERP).

Part VI**FINANCIAL BID**

SNo.	Name of Service	Rate (Rs.)
(a)	Enterprise Resource Planning (ERP)	Rs.....Per Cadet / Month
(b)	On-Site Resource Person during ERP implementation, data migration, configuration, testing and commissioning	Rs.....Per Person / Month

Note: The Bidder shall quote the ERP charges on a **per-cadet basis**, considering the student strength may vary between **450 and 600 cadets** during the contract period. The quoted per-cadet rate shall remain fixed and applicable irrespective of the actual student strength within this range.

2. Taxes, if any.....
3. Any other relevant details.....

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Appendix-C
RFP No: SSGK/ERP/2026-27

CERTIFICATE OF ACCEPTANCE OF
TERMS AND CONDITIONS OF TENDER

1. It is certified that all the terms and conditions as laid down in the RFP including its appendices and annexure are accepted by the company/bidder and the bidder undertakes to abide by all of them during entire tendering process and thereafter, if selected for Students Parent Automated Communication System. It is further certified that any cost incurred on additional services required for completing the contract documents/process for providing related services would be borne by us.
2. I hereby unconditionally accept the conditions as laid down in RFP. Also, I unconditionally accept clerical and mathematical errors, if observed or liable to be rectified whenever noticed.
3. In case any provisions of Bid are found violated, school shall be at liberty to reject the Bid and invoke provisions of the Bid security declaration/forfeit own EMD and I shall not have any claim/right against school in satisfaction of this condition.

Date:

(Authorized Signatory of Bidder)

Place:

(Sig. of bidder)

(Sig. of Presiding Officer)

Appendix-D
RFP No: SSGK/ERP/2026-27

SITE VISIT CERTIFICATE (Mandatory)
 (Rejection of Bid, in case of failure to furnish)

This is to certify that:

1. I, _____ of M/s _____ Firm in the company of Mr _____ (School Representative) visited the site in connection with the Bid No. _____ for the _____ (Name of the Project/Tender) Having examined the bid documents, certify that I have acquainted with the following:-

- (a) The nature, scope and requirements of the proposed ERP implementation.
- (b) The existing systems, processes, records, reports and operational practices relevant to the implementation of the ERP.
- (c) The existing data available with the School and the requirements related to data migration, data verification and data integration.
- (d) The possibilities and requirements for integration with existing and/or third-party systems, wherever applicable.
- (e) The site-specific infrastructure and facilities available at the School relevant to implementation and operation of the ERP system, including network connectivity, electricity and other necessary facilities.
- (f) The requirements for on-site implementation support, deployment of the Resource Person and coordination with the School staff during implementation.
- (g) The requirements relating to cloud hosting, connectivity, data backup, disaster recovery and other technical infrastructure required for successful operation of the ERP.
- (h) The scope and requirements of the various ERP modules and functionalities specified in the RFP and the ERP Functional Requirements / Technical Compliance Matrix.
- (i) The requirement to assess and clearly identify the status of each functionality as **Available as Standard, Available after Data Migration/Configuration, Customization Required, or Not Available**.
- (j) The requirements relating to customization, configuration, testing, commissioning, training and making all ERP modules fully functional.
- (k) The local conditions, working environment and other practical considerations which may affect the implementation, operation, support or maintenance of the ERP system.
- (l) All other conditions and circumstances which may influence the implementation, operation, support, maintenance or cost of the ERP system.

2. I further certify that, during the site visit, the School provided me with and/or made available for physical inspection the following documents/records for understanding the existing systems, processes and requirements of the ERP implementation. The details of the documents provided and documents inspected are recorded below:

(a) Documents Provided by the School

(b) Documents Inspected by the Bidder

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(a) Documents Provided by the School

(b) Documents Inspected by the Bidder

3. I further certify that I have fully acquainted myself with the requirements of the ERP implementation and have taken into consideration all site-specific conditions, existing systems, infrastructure, data migration requirements and other relevant factors while preparing and submitting the Bid.

Name of Authorized Representative of Bidder : _____

School Representative : _____

Date: _____ Stamp (School)

Note

1. This firm shall complete the certificate at the time of visit to the site where the works are to be carried out.
2. The bidder has visited the site by himself in the time stipulated. This site visit certificate will be signed by the bidder only and the school representative preferably Administrative Officer.

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Appendix-E**RFP No: SSGK/ERP/2026-27****A - Available****NA – Not Available****CR – Customisation required****ACADEMICS (SCOPE OF WORK FOR ERP)**

	GENERAL / TECHNICAL	A / NA/ CR
1	The ERP system shall provide role-based login for Staff, Parents, Students and other authorized users.	
2	The ERP system shall be a cloud-based web solution.	
3	The ERP system shall support both per-student licensing and fixed-cost licensing models.	
4	The ERP system shall allow downloading and maintaining local backups of all data.	
5	The ERP system shall support integration with third-party applications such as biometric attendance systems (for future use).	
6	The ERP system shall support migration of existing digital records and scanned documents.	
7	The vendor shall provide on-site support during implementation and onboarding.	
8	The ERP system shall provide configurable dashboards for different user roles.	
9	The ERP system shall support configurable user roles and permissions.	
10	The ERP system shall provide secure login over HTTPS.	
11	The ERP system shall provide automatic database backup and restore facilities.	
12	The ERP system shall support bulk import and export through Excel.	
13	The ERP system shall export reports in PDF and Excel formats.	
14	The ERP system shall support responsive access on desktops, tablets and mobile devices.	
15	The ERP system shall provide mobile application support.	
16	The ERP system shall support notifications (email, whatsapp etc)	
17	The ERP system shall archive previous academic years without loss of data.	
18	The ERP system shall provide global search across all modules.	
19	The ERP system shall support uploading and storing documents in relevant modules.	
	ATTENDANCE	
1	Group students class-wise, section-wise and house-wise for attendance.	
2	Support multiple attendance sessions during the day for a residential school environment.	
3	Generate and print attendance reports for a selected date.	
4	Generate daily, monthly and yearly Class attendance reports for CBSE	

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	compliance.	
5	Record attendance status such as Present, Leave, Sick, Duty etc.	
6	Automatically populate approved leave details during attendance marking.	
7	Display daily attendance summary on the dashboard.	
8	Display student's attendance details in the Parent Portal.	
9	Allow attendance modification only through authorized users.	
10	Maintain complete attendance history for every student.	
11	Generate absentee reports class-wise, section-wise and house-wise.	
12	Search attendance records by student, class, section or date.	
13	Configure and Export attendance reports to Excel and PDF.	
	TIMETABLE	
1	Create, update and publish class timetables.	
2	Create and manage teacher timetables.	
3	Bulk upload of time table data.	
4	Allocate subjects and teachers to classes and sections.	
5	Publish timetable updates to teachers and students.	
6	Display timetable through the Parent Portal.	
7	Print class-wise and teacher-wise timetables.	
	EXAMINATION	
1	Maintain records of multiple examinations during an academic year.	
2	Publish examination schedules for students and parents.	
3	Upload marks class-wise, subject-wise and examination-wise.	
4	Configure maximum marks, passing marks and grading criteria.	
5	Support multiple assessment components such as Theory, Practical, Internal Assessment, Notebook and Periodic Test.	
6	Generate consolidated mark sheets.	
7	Generate individual report cards.	
8	Publish examination results through the Parent Portal.	
9	Generate class-wise, section-wise and subject-wise result analysis.	
10	Generate student performance trends.	
11	Export examination reports to Excel and PDF.	
	STUDENT LEAVE	
1	Allow parents to submit online leave applications.	
2	Provide configurable leave approval workflow.	
3	Generate leave approval certificates.	
4	Display total leave availed during the academic year.	
5	Maintain complete leave history for students.	
6	Notify parents regarding leave approval or rejection.	
7	Automatically reflect approved leave during attendance marking.	
	STUDENT INFORMATION	
1	Publish circulars to all parents or selected classes, sections or houses.	
2	Publish notices to individual parents or selected parent groups.	
3	Maintain health and medical incident records in the student profile.	
4	Maintain complete medical history across academic years.	

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5	Store student photographs and documents.	
6	Maintain emergency contact details.	
7	Maintain parent and guardian information.	
8	Search student records using Admission Number, Name, Class, Section or House.	
	LIBRARY	
1	Maintain complete catalogue of library books.	
2	Record issue, return and renewal transactions.	
3	Display books issued to a student during an academic year.	
4	Generate reports of overdue books.	
5	Calculate library fines automatically.	
6	Generate analytics of most issued and least issued books.	
7	Search books using Title, Author, Publisher, Subject or Accession Number.	
	OTHER - ACADEMICS	
1	Create and manage Classes, Sections and Subjects.	
2	Allocate teachers to Classes, Sections and Subjects.	
3	Assign Class Teachers.	
4	Maintain the academic calendar.	
5	Generate class-wise academic reports.	
6	Generate subject-wise academic reports.	
7	Maintain complete student academic history.	
8	Promote students to the next academic session.	
9	Search students using Name, Admission Number, Class, Section or House.	
10	Maintain student remarks and observation records.	
11	Support subject allocation for students, wherever applicable.	

	Staff Leave (Academic, Administrative and GE)	
1	Generation of Leave Request (Leave application form)	
2	Create field of type of Leave applied (EL, CL, ML & CCL, EOL etc)	
3	Create field of balance leave (EL, CL, ML, CCL etc)	
4	Various channel of leave application process (Provide configurable leave approval workflow)	
5	Individual - Section Head - Est Clk - Senior Master / OS / QM / Acct / Mess Manager - Adm Officer / Vice Principal / Principal	
6	Create field of channel of leave approval by various channel to Principal	
7	Individual - Senior Master - Est Clk - Vice Principal - Principal	
8	Individual - Section IC - Est Clk - Adm Officer - Principal	
9	Generate of leave certificate	
10	Maintain complete leave records of an employee	
11	Monthly publication of Part II Order of leave availed	
12	Display total leave availed during the current year and balance of leave	
13	Crediting of EL on 01 Jan and 01 Jul every year	
14	Show total accumulation of EL	

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	Station Leave for staff	
1	Generation of Station Leave Request , including date/time of departure, date/time of return, destination and purpose of visit.	
2	Configurable Station Leave approval workflow as per the applicable approval channel for Academic and Administrative Staff.	
3	Generate Station Leave reports employee-wise, section-wise and date-wise, with approved Station Leave status integrated with the attendance record.	

	Accounts – Fee Management	
1	Generation of Fee Heads	
2	Tuition Fee	
3	Student Messing Charges	
4	Student Caution Money (Refundable at the time of withdrawal/passing out from school)	
5	Pocket Money / Incidental Charges	
6	Fee Receipt Generation	
7	Student Fee Ledger	
8	Credit of State / MoD Scholarships	
9	Debit of Various types of deductions (as per fee structure) from Cadets Incidental Charges Head	
	Accounts – Staff Salary & Pension	
10	Generation of Earning Heads of Salary	
11	Basic Pay, Dearness Allowance, Transport Allowance, Medical Allowance, Cashier Allowance, House Master Allowance, Senior Master Allowance, PA Allowance, Special Allowance, NPS Govt. Contribution, Pay Arrear (if any)	
12	Generation of Deductions Heads of Salary	
13	GPF, NPS Employee Contribution, Electricity, LIC, GSLI, Day Scholar Fee, Smart Class charges, Day Scholars Refreshment Charges, Welfare Loan Recovery, TDS, Waste Disposal charges, NPS Govt. Contribution, Pay Deduction (if any)	
14	Generation of Pay Slip of individual staff	
15	Generation of Bank Letter	
16	Generation of Salary Details of Staff for TDS Quarterly Return	
	Accounts – Pension	
17	Generation of Earning Heads of Pension	
18	Basic Pension, Additional Pension (if any), Dearness Relief, Medical Relief, Pension Arrear (if any)	
19	Pension Commutation (if any)	
20	Generation of Pension Slip	
21	Generation of Bank Letter	
22	Generation of Certificate for Annual pension payment summary of individual pensioner as per the school format	
	Accounts – Maintaining of Accounts	
23	Facility to Export Income data to Tally ERP-9	

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(Sig. of Presiding Officer)

24	Generation of General Receipt	
	QM- Inventory and Others	
1	Monthly closing should be prepared every month of issued consumable items from various stores i.e. Building Maintenance, Miscellaneous, Hygiene, Electric, Stationery, Dry Ration, Fresh Ration etc.	
2	Annual Stock Taking Board (ASTB) of various stock ledgers should be prepared at the end of every financial year.	
3	An Issue Voucher should be prepared for Furniture / Tools items which are issued to staff.	
4	School Vehicle Details: Date of Purchase of Vehicle; Date of expiry of vehicle; Insurance period and due date of insurance of vehicle; Servicing period and due date of servicing of vehicle; Pollution period and due date of pollution of vehicle.	
5	Tender Data: Name of Tender; Name of Vendor & Address / Mobile No.; Period of Tender; Details of Security Money of Tender; Remarks.	
6	Quarter Allotment: Category of Quarter (Academic Staff, Administrative Staff, General Employees, Outsourced Employees etc.); Quarter No. & Block No.; Quarter Occupied by; Quarter Occupied Date; Quarter Vacated Date.	
7	Prepare Receipt Voucher & Issue Voucher of various stores.	
8	Prepare Monthly Electricity Recovery of Staff.	
9	Monthly / Yearly Rent Details: Name of Party / Department / Shop / Person; Period of Rent; Amount of Rent; Date of Receipt of Rent; Remarks.	
10	School Generators: Date of Purchase of Generator; Servicing Date; Repair Details of Generators.	

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