



National Internet Exchange of India

Invitation for expression of interest for implementation of ERP at National Internet Exchange of India

NIXI invites reputed ERP implementation companies for discussion on ERP packages and floating of final tender or engagement of Service provider for ERP System.

e-Tender No.: NIXI/INVITATION/ERP

Date: 25.02.2021

#National Internet Exchange of India

9B Statesman House, Barakhamba Road, New Delhi-110001 India Phone: +91-11-48202020.

Fax + 91-11-48202013. Email: info@nixi.in.

e-Tender Notice

Engagement of Service provider for ERP System Audit and Consulting for Implementation of Information Security Management Systems (ISMS) including IT Security Audit at NIXI, New Delhi

NIXI invites Competitive – Bids from reputed companies as per the criteria below under two bid format from competent vendors meeting the Bidder's Eligibility Criteria as stated in the detailed RFP Document attached.

Tender Inviting Authority	NIXI (National Internet Exchange of India)
Place of availability of Tender Documents (RFPs)	www.nixi.in
e-Tender No. & Date	No: , Dt. 25.02.2021
The Contact Person	The General Manager -Finance NIXI, Statesman Building, 9B, Barakhamba Road, New Delhi. 110001 India Phone: +91-11-48202020Email: info@nixi.in
Name of the Project Work	Engagement of Service provider for ERP System at NIXI

Address to send Prebid queries	The General Manager -Finance NIXI, 9B- Statesman Building, Barakhamba Road, New Delhi. 110001 India Phone: +91-11-48202020 Email: info@nixi.in
Venue for Prebid meeting	<u>Office of NIXI:</u> 9B- Statesman Building, Barakhamba Road, New Delhi. 110001 India Phone: +91-11-48202020 Email: info@nixi.in

Schedule of the bidding process

NIXI would endeavor to adhere to the following schedule:

Event	Date – deadline
Date of Prebid meeting	9 Th of March-2021 at 2.30 PM
Response to Prebid queries	12 th th March-2021
Release of RFP	20 th of March-2021

NIXI reserves the right to consider placement of order or reject any or all tender without assigning any reason.

NIXI shall not be bound by any printed conditions or provisions in the seller's bid forms or acknowledgement of contract, invoices and any other documents which purport to impose any conditions at variance with the tender terms/final negotiated & accepted terms.

We look forward for your active participation in online bidding by offering your most competitive and reasonable offer against this tender.

The General Manager

National Internet Exchange of India

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TENDER ENQUIRY FORM ()

Portal: <https://www.nixi.in/>

E-TENDER NO:

TENDER DATE:

TENDER CLOSING DATE & TIME:

BID OPENING DATE & TIME:

PRE BID MEETING DATE & TIME:

PRE BID VENUE: 9B, Statesman House, Barakhamba Road, New Delhi-110001 India Phone: +91-11-48202020.

Fax + 91-11-48202013. Email: info@nixi.in.

NIXI INVITES COMPETITIVE BIDS ONLINE on the Central Public Procurement e-Procurement portal from reputed Agencies in TWO BID SYSTEM (Part-I

Technical Bid and Part-II (Price Bid) against this tender:

1.0 Introduction

NIXI

NIXI 's Primary Datacenter is based in its administrative office inside the NIXI,9b statesman house , Barakhamba Road, New Delhi 110001 and is operational on 24X7 basis. It is the central site of all applications like ERP, Intranet and other legacy applications. All applications are maintained and managed centrally at NIXI . The detailed explanation of the setup is provided in Annexure # 2 of this RFP.

NIXI proposes to carry out functional and technical audit of its newly deployed ERP ERP system and also ISMS including IT/Cyber security audit of entire ICT equipment including other non ERP IT systems and infrastructure consisting of the Servers, Storage, Network Devices, etc

2.0 Objective / Description of Work

Through this tender, NIXI intends to ***engage a service provider for implementing ERP System at NIXI*** as per Terms and Conditions detailed in this Tender Document. Detailed scope of work and other details are given below. The Scope of audit work is to be executed are detailed in three sections :

Detailed scope of work of the proposed audit and other details are provided in Annexures-1 & 2 of this Request for Proposal.

:

NIXI wants to implement ERP System namely ERP covering the following functionalities:

- Exchange
- .IN/Registry
- NIR (IRINN)
- Finance & Accounting
- Sales

- Marketing
- Legal compliance
- Human Resource (HR)
- Help Desk
- Admin works

Modules May be required:

- FICO – Finance & Control
- PP – Production Planning
- MM – Material Management
- SD – Sales & Distribution
- HR – Human Resources
- CRM – Customer Relationship Management
- ABAP – Advanced Business Application Management
- XI – Exchange Infrastructure
- Net Viewer
- Basis
- BIW – Business Information Warehousing or any other module required to implement functions listed at ‘a’ above

Requirements of . In registry Division

- **Registry**
 1. .IN Registry
 2. .IDN(.Bharat)
- **Invoice process**
 1. Invoice in pdf
 2. Verifications
- **Registrar**

1. Daily report generation
 2. Threshold limit on account for min balance
 3. Amount deposit
 4. Initial Deposit
 5. Registrar Sales details [location wise eg. state, city etc reports based on filter]
 6. Active/Passive status of domain list of registrants
 7. All database will collect
 8. Notification to all registrar and registrant
 9. All payment related information will capture in our database.
- **Registrant**
 1. Reminder to all registrants on 60/30/15/7/1 day before for their services.
 2. Geographical based domain listing from registrants
 3. Industry type [eg. Student/MSME/PSU/Govt etc.]
 4. Active /Passive status of registrants
 5. All whois data will manage in our records
 - **Transactions related report:**
 1. How many transaction has been created during the period.
 2. Renewal related
 3. Auto renewal for long term members
 4. Redemption Grace period
 5. Redemption Hold period of domains
 - **Financial Verifications:**
 1. Verified registrar invoice with actual domain name registered by Registrar (available on registry portal)
 - i)Domain counts along with financial transaction by like create, cancel create, renewal, cancel renewal, auto-renew, transfer domains, cancel transfer, RGP, delete.
 - ii)Years and level also verified
 - iii) Domain tasting fee also verified
 2. Verified Invoice in .pdf submitted by Technical server provider

with domain name count financial transaction available on registry portal.

3. Also verified percentage revenue to be paid to TSP as per the agreements.

4. Payment received from Registrar details: verification with Tally, Registry portal and NIXI Bank accounts (daily, weekly, monthly, yearly etc)

- **Reports in statics and graphic representation:**

1. Domain registration details reports by tier I, tier II, states and cities by

2. Active and passive domain name details registrar by.

3. Domain registration reports Local and overseas (Registrar and Registrants by)

4. Number of domain name registered by signed registrars

5. Registrar balance report (daily, weekly, monthly and yearly)

6. Report on TSP Invoice paid till date on Monthly & Yearly

Exchange:

1. List of connected ISPs/List of connected CDNs

2. NIXI IX charge for Port and Membership charges for revenue generation.

3. For annual one-time membership charges, we keep on giving updated membership list to accounts team so that membership invoices can be raised against new members.

4. Based on port capacity available in the members account Invoice will generate quarterly.

5. Port changes information will captured from IX database along with discount feature

6. CDN member Invoice generation with 100% discount based except membership fees,rest is discounted for cdn.

7. Invoice booking to be done through ERP, which should have option to define tax codes to be used while invoice booking.

8. There should be an option of vendor code that will distinguish each vendor.

9. Approvals should flow in the ERP with maker, checker & payee so that each invoice entry has approvals on it, reducing paper work.

10. Business Units/Cost Centres to be well defined for MIS Reporting

11. Audit Trail needs to be implemented.

12. Vendor Master Data Creation

13. Vendor Reconciliation

14. Other Value Added Services provided

Process for IRINN

1. Online form filled by Affiliate:

- A new Affiliate will create an account at IRINN website(wwP.irinn.in) to apply for resources.
- After logging to his account, the Affiliate will accept the IRINN Affiliation agreement, fill all details and upload documents as per IRINN KYC list.
- He will be directed to payment gateway for payment.

2. Billing Team :

Billing Team will confirm the payment collection.

3. Helpdesk Team:

- Helpdesk team will verify all documents.
- After verification, A file will be prepared for each new Application and marked to Supervisor(IRINN)/Manager(T)/GM(BD)/CEO, NIXI for approval.

4. Supervisor/Host Team:

- Supervisor/Host-team will allocate IP address to the concerned Affiliate and marked file to Manager(T)/GM(BD)/CEO, NIXI for information of suggested allocation.

5. If the application gets rejected due to any reason, the accounts team as per approval will refund the amount/fee received as an advance.

6. E-invoicing for SAP

LIST OF REPORTS FOR IRINN:

1. No. of IPv4/IPv6 allocated for a given period of time (i.e days/week/month/year)
2. Total no. of Accounts active for a given period of time.
3. Total no. of Accounts for which Invoice has been generated.3.1-Invoice to be generated for next month's billing
4. Accounts for which Invoice is been created but payment not received.
5. Total no. of IRINN Affiliates for a period of time. (period can be mentioned)
6. Category wise Affiliate list. (ISP/Non ISP)
7. No. of Applications pending for a given period of time(kyc pending,payment pending,incomplete form)
8. List of Accounts for which contact details/Address /Pan No/GST Certificate, etc is been updated in given period of time.
9. List of Accounts for which payment has not been received for 30 days or more.(reminder status report)
10. Report for ASN allocation for a given period of time.
11. Team performance report. (As per resource Allocation)
12. Affiliate life cycle report.
13. Consolidated report of all Affiliate.
14. No of weekly data of request raised in RT (Hostmaster/Helpdesk/complain)
15. Report based on (daily/monthly/weekly) payment pending and recovered

HR & Admin Management

1. Payroll Management [Salary, Incentive, salary slip deliver to employee, PF, TDS, Insurance , ESI etc.]
2. Hiring process
3. HR/Personal/ File management
4. NIC E-Office integration
5. Appraisal of employee management
6. Training Module.

7. HR manage employee information, track employee records like performance reviews, designations, job descriptions, skill matrix, time & attendance tracking.
8. All reports related to every event like...
 - Employee List with all details eg. Joining/end date, empid etc
 - Employee attendance log
9. Trainees
10. Short term apprentices
11. Consultants
12. Officers on deputation
13. Punishment/Vigilance cases
14. Personal files
15. Promotion/upgradation of designations/demotions
16. Leave details, late coming, overtime

ADMIN

17. Stationary purchase and distribution
18. PO management
19. Vendor Management category wise all details [PO issue date time all reports etc..]
20. Courier in/out management
21. Attendance/leave details
22. Reimbursement details(travel/bill)
23. Leave Apply management by Employee

Legal

- Providing solution to contract vetting and give opinions.

- Legal operations
- Processing of Domain complaints
- Verification of award ,timeline & promoting of award to arbitrators.
- Resolving day to day email of domain related key issues.
- Support NIR KYC and content related queries.
- Keep tracking of court cases and attending dates.
- Appointment of arbitrators, lawyers in domain dispute, GST, Income tax and other financial disputes and following the status.
- Public grievance management
- Policy management
- Billing related dispute management etc.
- Hiring outside arbitrators/advocates and their management

Finance & Accounting (FICO)

Finance & Accounting module:

- All agreements of vendors should be available on ERP with all details eg. Rate of expense, Validity of Agreement., Service provided.
- FAR to be maintained in ERP as per our FAR register.
- Ageing of Vendors & Customer should be readily available from ERP.
- Detail of FDRs as on date should be available from ERP whenever required. Eg. Date of FDR, period of FDR, Interest rate, Face value.
- List of MSME vendors should be generated through ERP process with their Certificate.
- Process should be made for fetching Variance Analysis data of BSPL.
- FDR reconciliation sheets and FDR and sweep-in-FDRs renewal entries.
- ICICI Bank receipts on daily basis for two accounts, SBI receipts and PNB receipts
- Consolidated trial of all divisions with all details can be extracted for preparation of balance sheet with separate code for dot in,NIR & Exchange

- Consolidated debtors aging of all divisions

Budget / Fund Management (FM)

HCM / Payroll / Employee/Manager Self Service (HCM, Payroll, ESS & MSS)

- HR manage employee information, track employee records like performance reviews,
- designations, job descriptions, skill matrix, time & attendance tracking.
- Submodules is Payroll System which helps to manage salaries, payment reports,
- salary slips generation and auto delivered to all employee registered email accounts etc.
- Management of Travel Expenses & Reimbursement tracking. Employee Training tracking
- can also be managed by ERP.

a) NIR (IRINN) Billing:

- Upload of monthly sales excel sheet with differed entries.
- Outstanding debtors reports to be fetched age-wise as per requirement.
- Debtors recovery email as per outstanding statement.
- Annual invoice verification with Accounts & Technical data.
- Monthly reports of GST database of NIR monthly basis for timely submission.
- Report of TDS deducted by party for Annual TDS 26 AS Reconciliation
- Releasing payment of vendors with approval of all division of NIXI.
- Payment advice should be sent after payment to vendors.
- Annually Membership fee Invoices.
- Bank Reconciliation. (For ICICI-34347, 34348, SBI and PNB.)

(b) .IN Registry Billing:

Financial Verifications:

1. Verified registrar invoice with actual domain name registered by Registrar (available on registry portal)

- a. Domain counts along with financial transaction by like create, cancel create, renewal, cancel renewal, auto-renew, transfer domains, cancel transfer, RGP, delete.
- b. Years and level also verified
- c. Domain tasting fee also verified
- 2. Verified Invoice in .pdf submitted by Technical server provider with domain name count financial transaction available on registry portal.
- 3. Also verified percentage revenue to be paid to TSP as per the agreements.
- 4. Payment received from Registrar details: verification with Tally, Registry portal and NIXI Bank accounts (daily, weekly, monthly, yearly etc)

Reports in statics and graphic representation:

- 5. Domain registration details reports by tier I, tier II, states and cities by
- 6. Active and passive domain name details registrar by.
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- 8. Number of domain name registered by signed registrars
- 9. Registrar balance report (daily, weekly, monthly and yearly)
- 10. Report on TSP Invoice paid till date on Monthly & Yearly

(C). Exchange Billing:-

- 1. Currently NIXI IX is charging only Port charges and Membership charges for revenue generation.
- 2. For annual one-time membership charges, we keep on giving updated membership list to accounts team so that membership invoices can be raised against new members.
- 3. For port charges, we provide updated port capacity to accounts team, so that port charges invoices can be raised to members. Port charge invoices are raised quarterly. Attached is sample port capacity sheet for your reference.

MARKETING AND BD RECOMMENDATION TO THE ERP COMMITTEE

- 1. Automated approval matrix for creative approvals- option to add comments

2. Visibility of the clients and the services they have undertaken.
3. Lead life cycle (transfer of lead-inter/intra department, visibility of lead status)
4. Digitization/archiving of existing files - searchable.

Maintenance of ERP:

System bugs

User assistance

Changes to system

Manage different input and output requirements

Documentation

Training

Maintaining and updating software

Adding, Deleting, modifications of business modules

Recording data/reverifications, periodicity etc

3.2 Other IT Systems in NIXI

NIXI has the following other IT Systems which are already in operation:

NIXI has sponsored three Root Servers, at Mumbai ([I Root](#)), Delhi ([K Root](#)) and Chennai ([F Root](#)).
Routing and traffic

The details of the IT systems and infrastructure is provided in Annexure # 2 of this Document.

4.0 ELIGIBILITY CRITERIA OF BIDDERS.

Only those Vendors who fulfil the following criteria are eligible to respond to the Tender. Bids received from the vendors who do not fulfil any of the following eligibility criteria are liable to be rejected.

The vendor shall submit the proofs of minimum eligibility criteria as given below:

S. No.	Criteria (Any Indian or Foreign company can participate)	Documentary proof to be submitted
1	The Bidder should be a company /partnership firm / LLP with registered office and operations in India. The Bidder should be operational in India for at least last five financial years as of 31 st March 2020.	The certificate of Incorporation and/or Certificate of Commencement of Business issued by the Registrar of Companies, India.
3.	The Bidder should not have been blacklisted by NIXI or by any State/Central Government institution or any Public Sector Undertakings. The bidder shall give an undertaking (on their letter head) that they have not been black listed by any of the Govt. Authority or PSUs. In case, in the past, the name of their Company was black listed by any of the Govt. Authority or PSUs, the name of the company or organization must have been removed from the black list as on date of submission of the tender.	Undertaking by the bidder

4	The bidder should have, during the last five years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant or its Associate, nor been expelled from any project or agreement nor have had any agreement terminated for breach by such bidder or its Associate.	Undertaking by bidder
5.	<p>i) The minimum average annual turnover achieved by the vendor in any of the preceding three audited financial statement (i.e 17-18/18-19-19-20 or corresponding calendar years, whichever is applicable) shall be Rs.5 cr</p> <p>ii) Net Worth: Net worth of the bidder should be positive and more than 10 crs as per last audited financial statement</p>	Audited Balance Sheet, Profit & Loss accounts for the last 3 financial years to be submitted

6.	<p>The bidder should have completed “ERP Functional (reckoned from the publishing of NIT) during last 5 years at as below: Atleast 5 (Nos)</p> <ol style="list-style-type: none"> 1. In organizations with at least 50 persons and or 2. In organisations where the turn over is atleast 100 Cr and. or 3. Operatins in India or abroad 	<p>The bidder must enclose copies of the POs/WOs along with the relevant Completion Certificates.</p>
7.	<p>The vendor should have a minimum 50 consultants with minimum One Employee/Consultant with the following certifications:</p> <ol style="list-style-type: none"> 1. ERP – FI 2. ERP – HR / Payroll 3. ERP – MM 4. ERP – PS 5. ERP – Basis 6. ERP – ABAP 7. ERP- SD 	<p>Bidder shall provide self-certificate confirming the same.</p>

Note:

The bidders must comply with all the above mentioned criteria. Only the bids of those who fulfil all the above eligibility criteria will qualify for further consideration.

Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. NIXI reserves the right to verify / evaluate the claims made by the vendor independently.