

Tender Document for ZOHO ERP Implementation

Bid Ref. No: IIIT-B-ERP-001/2026, Dated 05-06-2026

1. Introduction

IIIT-Bangalore is a premier institute dedicated to undergraduate, postgraduate and Research programs specializing in Computer Science and Engineering (CSE), Electronics and Communication Engineering (ECE), Data Science and Artificial Intelligence (DSAI), Digital Humanities and Societal Systems, and broader fields of IT and research. Situated in the heart of Electronic City, Bengaluru, it holds a prominent position in the academic landscape. IIIT-Bangalore is graded A+ by National Assessment and Accreditation Council (NAAC). In the National Institutional Ranking Framework (NIRF) for 2025, IIIT-B has secured 69th ranking. IIIT-Bangalore contains state-of-the-art infrastructure, eminently qualified faculty, a vibrant alumni community, cutting-edge research facilities, and close industry collaborations.

The Institute's specially designed courses equip students with a strong awareness of current and emerging technologies. The campus currently has an approximate student strength of 1,556 and is also actively spearheading online programs. In addition, the Institute undertakes numerous research projects supported by grants from both domestic and international donors.

At present, the Institute uses Tally Prime ERP for accounting, ZingHR for HR services, Zoho Sign for obtaining management approvals, and Saral TDS for TDS compliance and filing.

The **International Institute of Information Technology Bangalore (IIIT-Bangalore)** invites proposals from reputed Public Relations (PR) agencies for managing its institutional public relations, media outreach, and strategic communications.

2. Objective

The objective of this tender is to appoint a qualified implementation partner for a cloud-based integrated Zoho ERP solution. The selected partner will be responsible for deploying and configuring the Zoho ERP system to support the Institute's accounting functions and enable the generation of periodic MIS reports.

3. Scope of Work

The selected bidder shall undertake the following:

1. Detailed study of the existing ERP environment (Tally) and current accounting workflows.
2. Gap analysis and recommendation of suitable Zoho ERP modules and features aligned with Institute requirements.
3. Presentation of findings and implementation roadmap to the ERP Implementation Committee.
4. Implementation of Zoho ERP for Non Profit vertical-end to end

5. Data migration, system configuration, testing & going Live, user training, and post-implementation support.

4. Eligibility Criteria

Agencies must:

- a) Be a registered company/firm/LLP with a minimum of 3 years of experience in Zoho ERP services.
- b) Have prior Zoho ERP implementation experience with educational institutions / higher education clients.
- c) Have an operational presence in Bengaluru.

5. Proposal Submission Requirements

5.1 Technical Proposal

- Company profile highlighting relevant experience, supported by documentary evidence (e.g., work orders/completion certificates)
- Authorisation letter from M/s Zoho
- Latest Audited Financial Statement
- Details of team structure and key personnel proposed for the project
- Proposed implementation methodology and strategy
- Estimated timeline for ERP implementation and Go-Live deployment

5.2 Financial Proposal

As per the format at Annexure 1

Technical and Financial Proposals must be submitted in separate sealed envelopes.

6. Evaluation Criteria (70:30 weightage)

Proposals will be evaluated based on the following:

- a) Tender Committee will evaluate the bids, shortlist the bidders and select the Agency for the project on “Quality & Cost Based Selection” (QCBS) with weightage of 70 for Technical and 30 for Commercial bid.
- b) At stage 1, IITB’s Tender committee shall shortlist bidders based on the objective evaluation of the credentials submitted by the Bidders. Bidders satisfying all the criteria as mentioned in “Eligibility Criteria, Clause 4” will be considered for the next stage.
- c) At stage – 2, Tender committee will evaluate the Technical Proposals of the shortlisted bidders based on the following selection criteria and grade them,

Sl. No.	Criteria	Marks
1	Zoho Authorised partner with experience in ERP implementation	More than 5 Years - 20 Marks More than 3 years & less than 5 years - 15 Marks More than 1 year & less than 3 years - 10 Marks Less than 1 Year - 0 Marks
2	Number of Educational Institutes where ERP is implemented	>3 - 20 Marks 2 - 3 - 15 Marks 1 - 10 Marks <1 - 0 Marks
3	Presentation	60 Marks Maximum
	Total Marks (1+2+3) -X	100

- d) Bidders scoring more than **50 marks** in Technical evaluation, shall be considered for stage-3 (commercial Bid evaluation.)
- e) Even though an applicant is qualified for stage-3 based on the objective evaluation, he is liable to disqualification at stage-3 or later stages,
- If he has made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required.
 - Record of poor performance such as not properly completing the contract, or financial failures /weaknesses etc.
- f) Final Evaluation table is as follows,

Technical Score (out of 70 marks))		Commercial Score out of 30 Marks	
Bidders	Scored marks (X)	Bidders	Scored Marks (L)
Bidder-1	$X1*70/100$	Bidder-1	$L1=30\text{marks}$
Bidder-2	$X2*70/100$	Bidder-2	$(L1/L2)*30$
Bidder-3	$X3*70/100$	Bidder-3	$(L1/L3)*30$
Bidder-4	$X4*70/100$	Bidder-4	$(L1/L4)*30$
Bidder-5	$X5*70/100$	Bidder-5	$(L1/L5)*30$

$$\text{Final Score} = \text{Technical Score (X)} + \text{Commercial Score (L)}$$

Institute will award the contract to the successful bidder who is the “Highest Scorer out of shortlisted Bidders”

IIIT-Bangalore reserves the right to accept or reject any proposal without assigning reasons.

7. Confidentiality

The selected agency shall maintain strict confidentiality regarding all institutional information, communication materials, and strategic discussions.

8. Submission Details

Last Date for Submission: 19-06-2026

Submission Address:

Chief Administrative Officer, International Institute of Information Technology Bangalore

26/C, Hosur Road

Electronic City, Bengaluru – 560100

Email: cao@iiitb.ac.in

12. Contact Person

Mr. Vighnesh Hegde

Manager Finance

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080-41407777

Annexure 1 Format for Commercial quote in Indian Rupees.

Sl No	Particulars	Zoho Books	ZOHO ERP-Non Profit Vertical
1	License fees		
2	Implementation Fees including customization & Training		

- Above fee includes Conveyance and out of pocket expenses
- Applicable taxes extra
- Tax will be withheld as per prevailing law in force in India
- The Price is firm during entire implementation