REQUEST FOR PROPOSAL (RFP) DOCUMENT

FOR

IMPLEMENTATION

of

UNIVERSITY MANAGEMENT SYSTEM

at

SANT LONGOWAL INSTITUTE OF ENGINEERING AND TECHNOLOGY
SANGRUR, PUNJAB

(Deemed University under MHRD, Govt. of India)

SANT LONGOWAL INSTITUTE OF ENGINEERING AND TECHNOLOGY (SLIET) invites vendors to submit their technical and commercial proposal to implement an End-to-End integrated University management system at SLIET, Longowal.

About SLIET

Sant Longowal Institute of Engineering & Technology (SLIET), established by the Government of India, provides technical education in emerging areas of Engineering & Technology. It caters to the requirement of technical manpower at various levels by adopting the concept of modular system in imparting technical education with emphasis on practical training in industry. Set up in 1989 under Rajiv Gandhi - Longowal accord with an aim to fulfill the cherished dreams of late Sant Harchand Singh Longowal, the Institute has carved for itself a niche place among the professional Institutes and Universities of the country. The educational programmes of this institute are non-conventional, innovative, practical oriented and contain all aspects of new education policy (1986) of Govt. of India. The Institute offers programmes at Certificate, Diploma, Degree, Post-graduate (M.Tech., MBA and M.Sc.) and Ph.D. level in Science, Humanities, Management, Engineering and Technology. The Institute is a Deemed University since year 2007. The institute has about 5000 users including faculty, staff and students spread in various departments/ sections as mentioned below:

Administration

- Offices of Director, Registrar and Deans
- Administration Section
- Academic Section
- Accounts & Audit Section
- Stores and Purchase Section
- SLIET Entrance Test (SET) office

Academic Departments

- Department of Computer Science & Engineering
- Department of Electronics and Communications
- Department of Electrical & Instrumentation Engineering
- Department of Chemical Engineering
- Department of Food Engineering
- Department of Physics
- Department of Mathematics
- Department of Chemistry
- Department of Mechanical Engineering
- Department of Disability Studies
- Department of Management & Humanities
- Department of Civil Engineering

Central Services

- Workshop
- Health Centre
- Guest House/Transit Accommodation
- Student Activity Centre
- Estate Office
- Other Allied services including horticulture, security and Sanitation, vehicle control etc.
- Hostel Systems: All Boys and Girls hostels
- Central Library
- SLIET Gas Agency

SLIET intends to implement an end to end university management system to have integrated information platform. SLIET is expected to accrue the following benefits from solution implementation:

- Cloud based ERP Solution for SLIET's academic and administrative Functions
- Employing the educational best practices embedded in university management system with respect to all relevant functions.
- All major functions like Admission, Academics, Purchase & Stores, Finance & Accounts, Human Resource Management etc to be covered under solution scope.

1 General Requirements

The intent of SLIET is to translate the existing students related academic processes and procedures through fit/gap analysis to conform to the standard processes delivered with the application. The application should be state-of-art technology to improve the delivery of services through workflow and web-enabled access. The application:

- Must be a single fully integrated web based readymade customizable application catering to all the features desired by the Institute;
- Should be platform independent and should have completely open standards and open source OS, Application Servers and DBMS;
- Should be fully web-enabled;
- Should be capable of supporting decentralized as well as centralized processing;
- Should provide user oriented self-service capabilities;
- Should have a robust set of communication and reporting tools;
- Should utilize modern workflow capabilities in streamlining interactions among functional processes;
- Should provide application development tools to support the continuous development/refinement of applications;
- Should provide interactive validation of data entry by users;
- **Import/Export Data**
  - Upload data from all the existing local academic records held by SLIET
  - Facilitate Import from/Interface with the third party applications in the institute.
  - Extract data in various formats viz. MS Office, open office, pdf etc.
  - Import and Export to the archived files.
  - Produce reports on all areas of data that can be exported to standard office suites.
  - Facilitate the cut-copy-paste function from the application to standard office suites.
- **Target users - The proposed application must be able to support a spectrum of users, namely the following with a personalized access**:
  - Administrative offices (centralized operations and backend support)
  - Departmental administration (distributed operations and support)
  - End-users (students, faculty, and staff)
  - Management (informational and analytical)
- **Archiving - The application should**

- o Provide a Data Archival utility as a part of the standard offering.
- o Facilitate the query and reporting on archived data.
- **Audit Trail - The application should**
  - o Record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.
  - o Enable which fields or tables are to be audited through a delivered tool
- **Access and authorization**
  - o Only authorized users should have access to the system. As such, the system should therefore have the ability for the specification of who will have access to which functions.
  - o Where appropriate, further discrimination at the screen / form level (e.g. Respective departments may only have access/update to data related to their own departments) is required. In this regard, the capability to support multi-role differentiation based on a single user sign-on will be essential.
  - o The proposed system(s) must support a comprehensive access and authorization mechanism, including
    - ▪ Single sign-on for all system components
    - ▪ Support for a central authentication scheme
    - ▪ Ability to define multiple level authority, comprehensive set of user roles and permission lists, and flexible segmentation of data
    - ▪ Ability to manage access to authorized functions based on the roles represented in the account
    - ▪ Ability to manage access to different segments of data depending on the role
- **Single and minimal data entry**
  - o Data should be entered and validated at source only once and be used throughout the system(s)
  - o There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.)
  - o Facility to strictly avoid any duplication of data. Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages.
- **Organization Structure**
  - o The proposed application should be able to model both our existing internal organizational structures, and be flexible enough in this regard to cope with future organizational change.
  - o Develop and maintain organizational structure of SLIET including Faculty, Departments/Centres, Financial, administrative, purchase, store, estate sections, staff and students and their inter relation links.
  - o Maintain sophisticated organizational unit's functionality enabling user definition of terminology (e.g. Faculty; Departments, Centers, Sections etc)
  - o Maintain locations within Organizational units.
- **Reporting and data extraction - The proposed system(s) should support**
  - o Interface with Data Mining Tool
  - o Facilities for free text search
  - o Include a standard set of reports based on industry best practice
  - o Have ad hoc reporting capability that is user friendly and easy to use

- o Support ability to report to file as well as other means
- o Provide good interfacing mechanism
- o Support downloading capability in a variety of formats as well as direct import from software such as EXCEL.
- **Management Information**
  - o To support resource allocation and decision-making at SLIET, it is mandatory that robust and user-friendly facilities be available with the system(s) using a web-based environment.
  - o Pre-packaged analytic functions that provide interactive dashboards for faculty, students, management etc., Integrate well with source data, support easy reporting with export facility to desktop suites like MS Office, Open Office etc. in a suitable format compatible with SLIET's other systems is essential.
- **Interfacing provisions / Interoperability with other key systems - The proposed system should have the ability:**
  - o To interface with external systems, either through import/export facilities or batch programs.
  - o Support for callable functions to access internal data or invoke internal functions should also be available, via services that conform to industry standards.
  - o Support for bio-metric, Internet Banking and/or smart card based inputs.
- **Customizability - To minimize the need/impact of customization, the proposed system should, wherever appropriate, support**
  - o Flexible customization capabilities
  - o Flexible data structures with user-definable fields
  - o Callable functions to access data/functions with application conforming to industry standards
  - o Ability to extend/change existing pages without much impact on the application
  - o Ability to add/modify the existing workflows.

2 Scope of Work

The bidder's duties and responsibilities will include but not necessarily be limited to the following:

- **Detailed Process Study**

  Detailed analysis of the existing systems, whether automated or manual is essential. This shall include analysis of documentation in use, detailed information requirements, reporting procedures and formats, reporting levels, coding and classification being followed etc. Identification of unique data elements, their size, format, source, use and sequence of data storage, data volume, its frequency of updating, responsibility of the department/sections for updating, inter-system flow of data, current volume and growth rate etc. are also mandatory.

- **Configuration, Customization, Implementation, Data Load and Acceptance Testing**

  After completion of the above tasks, the bidder shall be asked to implement the systems. The System implementation for each application shall include:
  - o Configuration of system as per the process
  - o Implementing customizations if any
  - o Collection and preparation of data

- o Data entry and validation
- o Trial run with live data for minimum 6-8 weeks under actual conditions or for a longer period mutually decided by the SLIET and the bidder as per the complexity of the system.
- o Implementation of systems and handing over to the users for acceptance and operation
- o Preparation of user manual for all modules.

- **Training**

  The bidder shall provide training on appropriate aspects of the Software per module at appropriate location of the concerned department/section to System Analysts, Programmers, Operating staff, senior executives etc of the user department or such other persons nominated by the SLIET in a systemic manner according to a suitable training schedule.

- **Maintenance of Deployed Systems**

  Maintenance of Deployed Systems shall include:
  - o Complete maintenance during warranty and support period i.e. for a period of three years from the date of Go-Live of the complete system. During this period system will be supported for any issues as reported by the users.
  - o Maintenance of the complete Systems after the expiry of the warranty period on mutually agreed terms.

- **Deliverables**

  The deliverables expected from the bidder are:
  - Implementation plan containing schedule and milestone details
  - Software Build Tools (if any)
  - Released Software
  - Test Case Document and Test Report
  - Configuration Details
  - User Manual
  - Maintenance Manual
  - Installation document with media
  - Support proposal for Annual Maintenance Contract (AMC) for 3 years after the completion of the warranty period
  - Functional Requirements Specification (FRS)
  - Design Documents, Process flow diagram
  - Complete Source Code of the application

- **System Requirements**

  This bidder shall provide the details of the system environment in which the campus software should operate.

  Hardware / Software Considerations
  - o **Hardware Configuration:** Vendor should suggest the compatible hardware (Servers & Data Storage) to meet the requirement of university management system
  - o **Software Platform:** Software should be developed using open-source (OS, database & tools).

- **Performance Characteristics**

- o Speed, throughput, and response time of software should cater to 5000 registered users, (with a maximum of 1000 users accessing simultaneously), with flexibility for augmentation of the number of users and the simultaneous accesses, through hardware augmentation, and not calling for any software changes.

- **Ownership of Source Code and Licensing**
  - o The source code of software including plans, drawings, CASE tools, specifications, designs, reports and other documents prepared by the bidder in the execution of the contract shall become and remain the property of SLIET. The bidder shall deliver all such documents together with source code of the Application Software or Software used under the contract along with the detailed inventory thereof, to SLIET before termination or expiration of this contract.
  - o The source code should be submitted on any permanent media to SLIET

3	Functional Requirements

The functionalities must include the following in addition to other features

- **Admission Management**
  - o Student Registration - On Line Application Filling;
  - o Application/ Entrance fee collection through online payment gateway and/or through challan generated online;
  - o Verification of Application form, Eligibility check and preparation of list of eligible students;
  - o Roll No. Generation, Centre allotment and Admit card;
  - o Biometric attendance system for different centers during admission test;
  - o Result and Merit list preparation and declaration of Result;
  - o Online seat allotment and seat holding after requisite fee payment online;
  - o Counseling for admission at SLIET and online admission form filling facility for admitted students
  - o Biometric attendance verification from the records obtained during test and Document Verification;
  - o Migration of student's data after admission, generation of unique registration ID and Fee deposition;
  - o Creation of printable Temporary ID cards and Hostel allotment (as per request of the student);
  - o List of admitted students in different departments with their full data, images and other details;
  - o SMS/ Email alert facility at different stages;
  - o Admission cancellation process, fee refund management;
  - o Change of discipline/branch as and when offered by the Institute.

- **Student and Academics Management**
  - o Provision to add / edit / delete individual student information (personal and educational) including signature and photo, as and when approved by authorities;
  - o Facility to Set up academic programs, specializations and program structure etc.;

- o Define course name, course code, course type (core, non-core, elective and lab), course order, duration, Credits etc.;
- o Syllabus Management and Academic Calendar
  - Semester / year wise syllabus setting based on the programme specialization;
  - Uploading of syllabus
  - Setting up academic calendar on the system post approvals and publishing it to all stakeholders
- o Course offering as core courses or electives, based on rules and credits;
- o Students choosing electives through their portal
  - Course Registration for regular/supplementary/repeat students after necessary fee deposition;
  - Authorization of course registration by class counselor in the relevant course types (namely core, elective, lab, etc) within specific date;
  - Review of course registration by Head of the Department and approval by Dean Academics;
  - Generating student list(s) for various courses;
- o Course content management (slides, notes, references, papers assignments etc.);
- o Course student work groups;
- o Attendance System (Manual, RFID and Biometric based);
  - Upload Attendance;
  - View Attendance;
- o Attendance (Reports)
  - Student Class/Batch Wise Attendance Report;
  - Student Month Wise Attendance Report;
  - Student Session Wise Attendance Report;
  - Any report based on specific query;
- o Online submission of Assignments;
  - Allocation of assignments to different groups;
  - Students submitting online, tracking the submissions;
  - Due date related constraints;
  - Checking of assignments and display of marks;
  - Contribution of marks to final grades;
- o Time Table -Create timetables across the campus, display individual timetables, manage any time, room, teacher or resource conflicts;
- o LMS - Learning Management System -Managing Online Lectures, Audio - Video Lectures, Tutorials, Assignments, Discussion Boards and Forums;
- o Hostel Management-Hostel allotment, Hostel Mess bill deposition in each semester, record of discipline and other activities of students in various hostels;
- o Student Trainings and Placements –
  - Management of student trainings such as summer trainings, internships etc.;
  - Automation of placement cell, recruiters can come online and post their requirements and placement cell can publish matching skills, recruiters can shortlist relevant candidates and placements can be managed.

- **Course Management**
  - Define various programmes to be run in the university;
  - Define course structure or scheme for each of the courses under all the categories;
  - Define evaluation procedure and formats for each of the courses;
  - Define details of the papers such as its nomenclature, paper type e.g Theory or Practical etc.;
  - Define the marks details for each paper type, which includes max marks, min marks for passing etc.;
  - Define passing, gracing exemption logic, moderation etc for each course as per academic rules. This shall also include various checks such as even and odd semester, passing criteria, grace marks etc.;
  - Define student's eligibility for taking a particular examination;
  - Define the conditions for repeating a course/semester, registration procedure etc.

  Evaluation Management:
  - Continuous Evaluation through Tests, Assignments, Quizzes, Group Discussions, Presentations, Seminars etc.
  - End Term Evaluation, On-line submission of Assignments, Student Exam Attendance, Student's End Term Marks, Internal Marks, Consolidated Marks.
  - Complete grade management system for semester end, year end and program end basis.
  - Rule based student promotion configuration options.
  - Handling of all kind of grading parameters via marks, percentages, grades, credits, GPA, CGPA etc.
  - Define Grace Calculation Criteria.
  - Final Grade preparation, moderation and Student's Detailed Marks Card/Grade sheet.
  - Reappear form and summary report.

- **Exam Management –**

  Pre-Conduct Procedure of examination.
  - Defining the exam session and Design exam form.
  - Select examiners for paper setting, assessment, evaluation, revaluation, dissertation, practical etc.
  - Get the examination application forms duly filled by student from respective Departments
  - Creation of seating plan for commencement of examination.
  - Design the hall tickets and student register (Candidate list).
  - Report of Regular and Reappear student detail and related statistics
  - Generate and issue the hall tickets to the student.
  - Issue of examination schedule to the Departments/faculty members.
  - Appointment of invigilators for various courses in respective examination center.

  Conduct of examination.
  - Issue of Answer books to invigilators along with attendance sheet & seating plan.
  - Online attendance updating along with answer sheet numbers for students appearing in the exam.
  - Details of assigned evaluator for each course and last date of evaluation as per academic calendar.

Post-Conduct of examination.
- o Online filling of student's marks obtained in examination.
- o Result register and Mark sheets for all the courses.
- o Provision for re-verification by the students within a stipulated period.
- o Processing of results for grading and moderation etc.
- o Provision to get the feedback on the course by the student before showing the result.
- o Publish the grades of the courses on the student portal.
- o Store and update the results in Institute database.
- o **University Library Management**
  - o Management of books in the central library as well as departmental library using Bar code.
  - o It should be integratable to RF card based, and biometric based verification systems.
- **University Fee Management and Fee Accounting**
  - o Complete automation to fees Management process
  - o Integrated bank portal for Fee deposition and automatic entry in the accounting system
  - o Hostel monthly mess bill deposition and reporting
  - o Management of security deposits
  - o Late fees and other fine calculations, collection and management
  - o Provision for management of fee concessions
  - o Any other Fee Management and reporting
  - o Reports:
    - Fee Summary Report
    - Demand and Collection Report
    - Fee Plan Details
    - Fee Receipt Report
    - Fee Collection Report
    - Student Fee Deposit Status
    - Payment Pending Report
    - Cheque/DD Collection Report
    - Fee Discount Report
    - Fee Refund Report
    - Advance Deposition Report
    - Bank Reconciliation Report
    - Fee Package Plan Report
    - Any other report as per requirement.
  - o University Financial accounting automation
    - Expense Management - Automation to accounting processes, assign expenses to various heads and devise methods to manage reporting
    - Financial Accounting - General financial accounting, Balance Sheet and Profit and loss statements
    - Asset Accounting- Manage all the Assets of the institute/ university and track the assets for their NPV and lifecycle
    - Budgets - Department wise budget requisition work flow, cost centers, rule based budget exceptions handling etc

- ▪ Audits Module- Audit Trails, Auditor specific reports and annexures, book locking etc
- ▪ Funds Accounting – Accounting for PF, Pension, GPF etc
- **University Materials and Stores Management – Purchase Office**
  - o University level Inventory Management - Complete management of inventory in store and allocations in departments/sections.
  - o Purchase and Supply Management - Procurement management with approved workflow, automation of purchase and supply management in the institute; Generation of demand and processing of procurement; supplier/vendor management processes
  - o Interfacing with accounting module for payments and accounting
- **University Payroll management**
  - o Interface with accounting module for accounting of salaries in various heads and under various schemes.
  - o Attendance Management
  - o Salary & Arrear Management
  - o Other Benefits Management (Reimbursements, Perquisites etc.)
  - o Statutory Management (ESI, PF, LWF, Income Tax, Professional Tax etc.)
  - o Employee Database Management
  - o Employee Master Information
  - o Entitlement Matrix
  - o Leave Tracking Process
  - o Reports
    - ▪ Employee List andSalary Report
    - ▪ System Generated Pay slip
    - ▪ System Generated Bank Scroll
    - ▪ System Generated Deduction Register of PF
    - ▪ Individual Loan Reports
    - ▪ Leave Reports
    - ▪ Income Tax Report
- **University Human Recourses Management**
  - o Recruitments - Handling employee recruitment process from resource requirement to employee on boarding and personnel file management; including management of applications, workflow for selection processing including interviews, appointment letter generation, joining, transfer of selected applicants data to Employee Database of the Institute
  - o Leave and Attendance - Leave management process with leave rules configuration
  - o Online leave approval workflow.
  - o Attendance tracking and management, integration options with Bar code, card based, and biometric based attendance systems
  - o Employee Performance Management - Appraisals - Self / Superiors, Evaluation by Students
  - o Increments and Incentives handling

- o Various Grant Management - online application management and maintaining the data related to various grants such as PDA/LTC/ any other grant as per existing rules, calculate sanctioned amount, generate sanction letters etc.
- o Separation Management - Resignations, exit interview, no dues and full and final handling
- o Employee Training and Development - Running training courses for faculty and staff through the system and managing their development programs.

- **Office Automation in the Institute**
  - o Circulars and Notifications - manage all inward and outward correspondence support for classification and prioritization – manage letter/memo/notice/circular
  - o File Tracking - track the various files that are generated and open new files diarizing of received files, linking files, dispatching files - closing files, search file.
  - o Meeting management - plan and manage various meetings, manage agenda, location, schedule, conflict management for booking meeting resources, including invitees, sending notifications, recording minutes, archival and search.
  - o Mailing solutions– provision to Create and Manage Emails, Mobile based and on-portal notifications to all the employees/students of the Institute. System should support sending various system email notifications to learners/students and employees via any standard internet email address.
  - o Collaboration- provision for discussion forums, wikis, community building, social media integration etc.

- **Portals**
  - o Employee Portal- This portal will act as the Employee self-service portal and provide information and facilities related to examinations, students results and marks upload, learning activities such as uploading of content and assignment, managing lectures and notes, self and students attendance and its analysis, class schedules, learning notices and circulars, applying for leave, viewing salary slips and other HR related information and much more.
  - o Student Portal- This shall be for the students having features of Access through student ID & password; Updating of personal information (Residential address, contact details) authenticated through class counselor; Inbox facility; Attendance, results, academic data available on the portal; Time table and Examination notification; On line submission of exam form; Admit card information and its printing facility; View examination result and submit Feedback; Request forms for various documents from academic section; Circulars/Notices/News of University related to students.
  - o Alumni Portal - This portal will provide the information regarding the Alumni such as Alumni Meet, alumni in News etc. Alumni can register themselves for further communication & general newsletters.
  - o Parents Portal- This portal will show the information regarding parents such as parent meet, examination schedule and other activity's information. Parents can see their child's performance and other information regarding the child such as attendance, result/ grade details, classes and examination schedule

o Recruiters Portal - Recruiter companies can have their own web space where they can see the performance of the students in which they are interested in and they can track whole lot of information about the institution

- **Phase Wise Implementation**
  SLIET would go for a phase wise implementation methodology involving various modules distributed in three phases and shall be decided immediately after the award of order.

4 Proposed System Software Stack Details – to be filled by the Bidder

S.N.	Usage	Technology Stack / Tools Used	Ownership of Technology Stack / Tools Used	Licensing information (Open Sourced or Licensed)
1	Base System			
2	Solution Development Platform			
3	Solution Development Framework			
4	Front End			
5	Proposed Application Server Platform			
6	Proposed Database/RDBMS Platform			
7	Proposed Server Operating System			

5 Process of RFP

The technical evaluation shall be done by a Technical Committee constituted by SLIET. The Bids shall be evaluated on the pre defined technical criteria (mentioned in this document). The information furnished by the Bidders in the Technical Bid and / or presentation of the Bidder shall be the basis for this evaluation.

Each proposal shall be evaluated on the basis of the following information:

1. Company's Profile (Annual Turnover, areas of expertise, completed projects etc.)
2. Company's exposure to developing and implementing the university management solutions in Indian academic scenario
3. Domain experts and Technical Experts who will be working on University's proposed assignment.
4. Proposed Solution – Proposed Architecture of the Software Application including front-end and back-end technology platforms and features.
5. Licensing Issues, Use of Open Source Technologies and Certification (CMMi Level)
6. Client base credentials of at least one client, which is premier institution of Govt. of India.
7. Miscellaneous / Add-on technical services

The decision of the Technical committee in the evaluation of the technical bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the committee.

ELIGIBILITY CRITERION / BIDDER QUALIFICATIONS

1. The Bidder should be primarily an IT Company and Service provider dealing with application development & management services for education domain and should have been in the business for a period exceeding three years as on date - Memorandum and Articles of Associations should be enclosed

2. The Bidder should have readymade software solution for Universities and Educational Institutions;

3. The Bidder should be the owner / OEM of the software product. (Proof to be attached);

4. The Bidder should have been engaged in at least three projects involving development & implementation of University/institutional Management Solution and one or more should be in a Higher Education Institution of National Importance in India. Copy of Purchase Order / Contract award letter (in case of on-going projects), completion letter (in case of completed projects) from the concerned Institution to be attached.

5. The bidder should have completed at least one project of similar nature and volume in last three years. The Copy of completion certificate from the concerned Institution to be attached.

6. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India ("GOI") / State governments / Regulatory agencies.

7. SLIET reserves the right to carry out the capability assessment of the Bidders and its decision in this regard shall be final & binding to all.

8. Upon award of work order, the successful Bidder shall sign an agreement with SLIET within 21 days.

6   COMMERCIAL PROPOSAL FORMAT

A) Implementation of university management system

S.No	Item Description	License For	Quantities	Total Amount (INR)
1	*Software Licenses including warranty for the First Year*			
	Proposed cloud based university management system including all the modules as mentioned in the RFP document (readymade solution)	<Mention number of students>		
	System software – if applicable - RDBMS & Middleware/Application server (if required)	<Mention number of students>		
2	*Implementation and Customization Cost*			
	Installation, Implementation, Configuration, Customization, Testing, Documentation, Data Migration, Go Live, Handholding/Helpdesk and Any customized development if any			
			Total Cost	

B) Annual Support Charges for complete system including software licenses (post warranty)

S.No	Item Description	Total Amount (INR)
1	Post warranty Annual Support Charges for First year	
2	Post warranty Annual Support Charges for Second year	
	Total Charges	

7   Bid Evaluation

Preliminary examination of the bids

Preliminary examination of the technical bid will be made to determine whether they are complete; whether any computation errors have been made; whether the documents have been properly signed; and whether the bids are in order as per specified bid document. SLIET will appoint a Committee to evaluate the bids according to the process described in the RFP document.

Prior to the evaluation, the committee will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations. If a bid is not substantially responsive, it will be rejected by the SLIET and may not subsequently be made responsive by the bidder by correction of the nonconformity.

The Committee is authorized to deal with all the queries of the bidders and seek clarifications on the bid during the evaluation process. The Committee would make the short-listing of bidders as described below for the consideration and approval of the competent authority of SLIET. The decision of the competent authority of SLIET on short listing shall be final and binding on the bidders.

Evaluation Procedure & Criteria

Evaluation of the bids will be done in two stages (technical and commercial) and at the end of every stage, short listed bidders will be informed of the result to have a fair and healthy competition. A committee constituted by SLIET will evaluate the proposals. The evaluation of bids shall be done on Quality-Cost Based Criteria as mentioned below. Based on the technical and commercial evaluation of the bids, a final report will be submitted by the evaluation committee to the competent authority of SLIET for consideration and approval.

Evaluation of Technical bids

The evaluation of the Technical bids will be carried out in the following manner:
  a. The bidders' technical solutions proposed in the bid document shall be evaluated as per requirements specified in the RFP document and adopting the evaluation criteria spelt out in Technical evaluation Table-1 given below.
  b. Technical Presentations: SLIET may invite each bidder to make a presentation to SLIET at a date, time and location determined by the committee, which shall be before the commercial bid opening. The purpose of such presentations would be to allow the bidders to present and demonstrate their readymade proposed solutions to the SLIET committee and the key points in their bids.
  c. SLIET (directly or through the Committee for evaluation) may undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify

ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its bid. The committee may seek inputs from their professional, technical faculties in the evaluation process.

d. Depending on the evaluation methodology mentioned in points a, b and c, each Technical Bid will be assigned a technical score out of a maximum of 100 points.

e. The bidders who score a minimum Technical score of 70% will only qualify for the evaluation of the respective commercial bids.

f. During the course of the bid evaluation the committee may ask for reference customer visit and a demo of the pre-defined functional modules from the respective bidders.

Table 1: Criteria for Technical Evaluation

Criteria	Max Marks
Compliance to Functional Specifications through a single fully integrated web based readymade customizable application/software (10 marks for minimum 50% functionalities, below 50% functionalities zero marks shall be awarded, above 50% functionalities marks shall be awarded relative to importance of the functionality)	20
Platform independent application and ability to run on open source application server and database server stack (05 marks for minimum 50% open source applications, below 50% zero marks shall be awarded, above 50% marks shall be awarded relative to level of independency)	15
Experience in Implementing End-to-End University/Institution Management System of similar nature and volume in a higher education Institution of National/ International Importance in Last 3 Years (05 Marks per Assignment based on the work completion certificates verified from originals at the time of technical bid opening)	20
Key professional staff qualifications and competence for the assignment (please submit the details related to this point in a summarized form which shall be verified from originals at the time of technical bid opening) Professional having M Tech degree with more than 05 year experience — 01 Mark Professional having M Tech degree with less than 05 years experience — 0.75 Marks Or Professional having B Tech/MCA or other Masters degree with more than 05 year experience Professional having B Tech/MCA or other Masters degree with less than 05 years experience Or Professional having Diploma/BCA or other Bachelors degree with more than 05 year experience — 0.5 Marks Professional having Diploma/BCA or other Bachelors degree with less than 05 year experience — 0.25 Marks Any other Approved certification related to software development — 0.15 marks	20
Experience in Implementing ERP e-Gov System in Premier Institute of National Importance in last three years (02 Marks per Assignment based on the work completion certificates verified from originals at the time of technical bid opening)	05
For the Solution Presentation (Relative Marking) 1. Solution Proposed 2. Approach and Implementation methodology 3. Organizational capability to execute the large projects and previous experience of implementing ERP/e-governance projects 4. Any certification in relation to ERP/ e-Gov projects or enterprise-wide.	20
Total	100

Final Evaluation

The Commercial Bids of the technically qualified bidders will be evaluated as per evaluation Formula mentioned in Table 2. The variables mentioned in the formula shall be:

Ts :   Technical Score of the bid being evaluated as per Table 1.

Fs :   Financial score of the bid being evaluated

F   :   Commercial value of the bid being evaluated

F_L :   Lowest Commercial value amongst all the bidders

Table 2: Criteria for financial and final evaluation

Formula for BIDs Evaluation

Financial Score (Fs) = 100*F_L / F
Overall Score = 0.75 * Ts + 0.25 * Fs

The Bidder having the Highest Overall Score will be awarded the contract.

Please note that
  a.) Price of all components should be quoted in Indian Rupees (INR).
  b.) Price should be inclusive of escalation of any description. The rates must be quoted as per the Price Formats provided in the e-tender.
    1. All costs should be given in figure and words.
    2. Government taxes/Levies like Sales Tax, Octroi, Excise Duty etc., if any, shall be paid at actual rates applicable on the date of implementation.
    3. Rates should be quoted accordingly giving the basic price only. The duties and taxes etc., if any, should be mentioned separately in the technical bid.
  c.) Validity of bids: Bid should be valid for minimum period of 180 days after due date.

8   Conditions of Contract

1. **Legal Agreement** - A detailed legal agreement will be signed between the selected Vendor and the SLIET for covering all the aspects stated in this section.
2. **Warranty** - The complete system shall be under warranty for a period for minimum period of 1 year after completion of implementation and go live of all the modules. SLIET may enter into a support contract with the vendor after the expiry of the warranty period. During the warranty and support period the vendor shall depute a well qualified resident engineer at SLIET Longowal for effective and immediate troubleshooting.
3. **Payment** - The vendor's request(s) for payment shall be made to SLIET in writing accompanied by the details of work executed, supported with evidence of accomplishment of the item wise work for which payment is being claimed. Payments shall be made to the bidder within one month of receipt of the submitted claim, complete in all respects. Payment shall be made in Indian Rupees. Income tax at source and other taxes as applicable under the concerned laws will be deducted from payment at every stage. All the payments to the vendor shall be subject to the report of satisfactory accomplishment of the concerned task.
4. **Payment Terms** - The following milestone based payment term shall be followed:
    a. For the implementation of the university management system:

i. 10% of total implementation fee upon completion of UAT signoff of PHASE ONE modules

ii. 15% of total implementation fee upon go live of PHASE ONE modules

iii. 15% of total implementation fee upon completion of UAT of PHASE TWO modules

iv. 15% of total implementation fee upon go live of PHASE TWO modules

v. 15% of total implementation fee upon completion of UAT of PHASE THREE modules

vi. 20% of total implementation fee upon go live of PHASE THREE modules

vii. Balance 10% of total implementation fee upon completion of warranty period from the date of go live of all the modules of university management system.

b. For subsequent support after completion of warranty period, the payment shall be released upon the submission of claim at the end of each year of support.

5. **Standards of performance** - The vendor shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy and techniques. The vendor shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. The application software will carry a performance guarantee for three (3) years. This guarantee may be invoked on if all or some of the modules of the application software do not perform satisfactorily as required under the approved System Requirement Specifications (SRS).

6. **Intellectual Property Rights** - No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien. The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply Software and the documents, which are subject matter of this project.

7. **Change orders** - SLIET may at any time, by way of a written request or notice to the vendor, make changes within the general scope of the work. Such changes will then be analyzed by the bidder as to its impact on the price and/or time schedule and accordingly the SLIET shall be informed about any such impact. Any change requested or the schedule shall be implemented. All other changes and the consequential change in the price and/or time-schedule must be agreed in writing between SLIET and the vendor before implementation.

8. **Termination of Contract** -Either party can terminate the service agreement by giving three months notice in advance to other party. In case, the bidder stops service without notice, SLIET Longowal has the right to revoke the bank Guarantee in its favour.

Note: Above mentioned terms and conditions are in addition to the terms and conditions laid down in general SLIET Tender document.

Place: (signature and seal of Bidder)
Date: