DRAFT OF NOTICE INVITING TENDER (DNIT)

FOR

IMPLEMENTATION OF CUSTOMIZEDWEB BASED ERP SYSTEM

IN


SANT LONGOWAL INSTITUTE OF ENGINEERING AND TECHNOLOGY
SANGRUR, PUNJAB
(Deemed-to-be-University under MHRD, Govt. of India)

CONTENTS

**INTRODUCTION:** Sant Longowal Institute of Engineering & Technology (SLIET) Longowal, District Sangrur (Punjab), Deemed-to-be-University, Established by Government of India, MHRD New Delhi invites Bidders to submit their technical and financial proposal to provide customized an End-to-End integrated Web based ERP system at SLIET.

**ABOUT SLIET:** Sant Longowal Institute of Engineering & Technology (SLIET) was established by the Government of India to provide technical education in emerging areas of Engineering & Technology. It caters to the technical manpower requirements at various levels by adopting a concept of modular system in imparting technical education with emphasis on practical training in industry. This institute was set up in 1991 under Rajiv Gandhi-Longowal accord with an aim to fulfill the cherished dreams of late Sant Harchand Singh Longowal. The Institute is fully funded by Ministry of Human Resources & Development, Government of India. The educational programs 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 programs at Certificate, Diploma, Degree, Post Graduate (M. Tech., MBA and M.Sc.) levels in various branches of Engineering, Technology, Sciences and Ph.D. programs in Science, Management, Technology and Engineering. The programs in the Institute provide direct entry at Integrated Certificate Diploma, Degree, M. Tech., MBA, M.Sc. and Ph.D. levels and vertical mobility at Degree levels of education, besides non-formal education programs. The Institute has acquired the status of a Deemed-to-be-University in the year 2007.

SLIET intends to implement state of the art customized Web based ERP university management solution to have integrated information platform. SLIET is expected to accrue the following benefits from solution implementation:

- ERP Solution for SLIET's academic and administrative Functions
- Benefit by implementing the educational best practices that are embedded in university management system with respect to all relevant functions.
- All major functions like Admission, Academics, Examinations, Commercial, Finance & Accounts, Human Resource Management etc to be covered under solution scope.

**PROCESS OF RFP**: Following would be the schedule for the RFP process:-

| Name of the Project Work | Procurement &Implementation of Customized Web Based ERP System |
|---|---|
| e-Tender No | PUR/21/2018-19 |
| Tender date | 25.05.2018 |
| Date & Time of availability of e-tender for downloading. | From 25.05.2018 to 15.06.2018 upto 2 PM |
| Bid evaluation process | Evaluation process will be as per Quality & Cost Based Selection (QCBS): 1. Technical evaluation 2. Financial evaluation Final scores approved by the committee. |

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| Earnest Money Deposit | Rs. 1 Lakh through e-payment only {IPG (Debit Card), Net Banking, NEFT/ RTGS, OTC}. |
| Earnest Money Deposit validity | 45 days beyond the final bid validity period. |
| Bid Validity | 120 days from date of opening the Technical Bid |
| Email id for Clarifications on RFP | erp@sliet.ac.in |
| Last date and time for seeking clarifications on ERP tender through e-mail only | 13.06.2018 |
| Last date and time for submission of e-tender | 15.06.2018 upto 5 PM |
| Date and Time of opening for Technical Bid | 18.06.2018 at 11.30 AM |
| Demonstration of solution proposed by bidders | 20.06.2018 |
| Date and Time of opening for financial bids (only for bidders who will technically qualify) | 22.06.2018 at 11 AM |
| Address for communication | Deputy Registrar, Store & Purchase Section SLIET, Longowal - 148106 |

**SELECTION PROCEDURE:** The Technical evaluation shall be done by a Technical Committee constituted by SLIET. Bids shall be evaluated on QCBS criteria. The information furnished by the Bidders in the Technical Bid and/or presentation of the Bidder shall be the basis for technical evaluation.

Each proposal will be evaluated according to the following criteria:
1. Company's Profile
2. Company's exposure to developing and implementing the ERP System 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 including Security Model (both client level access and overall security model).
5. Licensing Issues, Use of Open Source Technologies
6. Miscellaneous/Add-on technical services
7. Financial bid will be evaluated only of those bidders, who are technically qualified.

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 CRITERIA FOR BIDDERS:**

| Sr. No. | Criteria | Supporting Documents – Individually or Either of Consortium Partners | Compliance (Y/N) | Page No. |
|---|---|---|---|---|
| 1 | • The company registered under the Companies Act will be eligible.<br>• The Company, (in case of consortium) should be primarily an IT Company and Service provider dealing with application development & management services for education domain. | Company Registration Certificate issued by ROC – Individually | | |
| 2 | The company should have readymade software solution for Universities and Educational Institutions in order to be eligible for participation | Self declaration | | |
| 3 | The bidder company should be the owner/OEM of the software product | Self declaration | | |
| 4 | The Bidder/Consortium should have been engaged in at least three projects involving development & implementation of ERP System and should have completed at least two projects for Technical/Higher Education Institution or University of all modules. | Copy of Completion Certificate (at least two) and Purchase Order/Contract agreement from the concerned Institution to be attached. | | |
| 5 | Company shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India ("GOI")/State Governments / Regulatory agencies. | An affidavit of CEO or its Equivalent of the company is to be attached. | | |
| 6 | In case of consortium: not more than 2 parties shall be permitted in any consortium. An organization can be a part of only one consortium and if it is | Authorization letter required | | |

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| | observed that a company is a parties in more than one consortium, then all such consortia shall be disqualified. An authorization letter of parties in the consortium in favour of lead organization is required. | | | |
| 7 | Concept plan including the brief proposal and the strategies of development for customized ERP solution for SLIET, Longowal | Concept plan copy | | |
| 8 | List of Clients (using ERP software) | Copy of list of client | | |
| 9 | PAN number | Copy of PAN | | |
| 10 | GST registration Certificate | Copy of Certificate | | |

SLIET reserves the right to carry out the capability assessment of the Bidders and decision of Technical Committee/ Director, SLIET in this regard shall be final & binding to all.

**GENERAL REQUIREMENTS:** The intent of SLIET is to translate the existing students related academic business 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 should:

- Be fully web-enabled including all the cyber security features
- Must be a single fully integrated web based readymade customizable application catering to all the below mentioned features.
- Be capable of supporting decentralized as well as centralized processing,
- Provide user oriented self-service capabilities
- Have a robust set of communication and reporting tools
- Utilize modern workflow capabilities in streamlining interactions among functional processes,
- Provide application development tools to support the continuous development/refinement of applications.
- Provide interactive validation of data entry by users
- **Import/Export Data**
  - o Upload data from all the existing local academic records held by SLIET
  - o Facilitate Import from/Interface with the third party applications in the institute.
  - o Extract data in various formats.
  - o Import and Export to the archived files.
  - o Produce reports on all areas of data that can be exported to standard office suites.

- o 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:
  - o Administrative offices (centralized operations and backend support)
  - o Departmental administration (distributed operations and support)
  - o End-users (students, faculty, and staff)
  - o 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 needs to 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 complex organisational structure of SLIET including Faculty, Departments/Centres, Financial units, administrative units, 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, Units, 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 EXCEL, WORD, OpenOffice 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

**SCOPE OF WORK**

**Detailed Process Study:** Detailed analysis of the existing systems, whether computerized 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 successful bidder shall be asked to implement the systems. 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 6-8 weeks under actual conditions.
- o Implementation of systems and handing over to the users for acceptance and operation
- o Preparation of user manual.

**Phase Wise implementation:** SLIET would go for a phase wise implementation methodology and following are the suggested phases: (**May be finalized after Business Analysis**)
- o **Phase 1 (to go live in 4 months from the start of project)**
  - a. Student Information Management
  - b. Academic Management
  - *c.* Fee Management
  - d. Payroll management module
  - e. Examination Management
  - f. Student Portal
- o **Phase 2 (To go live in 4months from the completion of Phase 1)**
  - g. Financial accounting module
  - h. Hostel Management
  - i. Human Resource Management
  - j. Material and Purchase Management
  - k. Training & Placement
- o **Phase 3 (To go live in 4 months from the completion of Phase 2)**
  - l. Admission Management Module
  - m. Library Management
  - n. Employee Portal
  - o. Alumni Portal
  - p. Grievance & Feedback
  - q. Additional Features

*The duration of the trial run for the system shall be mutually decided by the SLIET and the successful bidder keeping in view the complexity of the system.*

**Training:** The successful 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 Application Systems** shall include:
- o Maintenance of the Application systems during warranty and technical 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 Application Systems after the expiry of the warranty period on agreed terms.

**DELIVERABLES:** The deliverables expected from the supplier 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
- Annual Technical Support proposal for 3 years after the completion of the warranty period
- Functional Requirements Specification (FRS)
- Design Documents (DFD), Process flow diagram
- Complete Source Code of the application

**System Requirements:** This section details the system environment in which the campus software should operate.

**Hardware / Software Considerations**
- o **Hardware Configuration**: Hardware will be provided by the Institute, Operating system Windows Server 2008 and Windows Server 2012 is available in the Institute. The available hardware/ Server is Processor Configuration: Intel Xeon Gold 5118 (2.30Ghz/12-core/16.5MB/105W), Form Factor: Tower, RAM: 64gb, HDD: 2x1.8 TB, Max. Number Of Sockets Populated With Processor: 1, No. Of Processor: 1, Number Of Core Per Processor: 12, DIMM Slots (Minimum): 16, USB Ports (2.0/3.0): 5, Networking: Dual LAN (10/100/1000) Network Card: Yes, Video Controller (support VGA Or Above Resolution): Yes, Bays: 4, Power Management: Screen blanking, hard disk & system idle mode in power on, set up password, power supply surge protected, Certifications, Compliance & Support By Windows, Red Hat or Novell: Yes, CE Or UL Certified Or ErtI/Etdc Certified For Safety (IEC-60950-1): Yes, RoHS Compliance: Yes.
- o The successful bidder is required to customize the ERP Solutions as per available hardware.

**Performance Characteristics**
- o Speed, throughput, and response time of software should cater to 5000 registered users, (with a maximum of 500 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 successful bidder in the execution of the contract shall become and remain the property of SLIET and before termination or expiration of this contract, the successful bidder shall deliver all such documents to SLIET, together with source code of the Application Software or used under the contract along with the detailed inventory thereof.
- o The source code should be submitted on any permanent media to SLIET
- o The data of SLIET cannot be transferred or transmitted through any source to any other institute or third party.

**Functional Requirements** *(Features in all module will be finalized after completion of Business Analysis phase by Successful bidder)*

| 1. | **ADMISSION MANAGEMENT** |
|---|---|
| | **Inquiry Management:** Inquiry (Bulk Upload/Update Inquiry (Direct File & Through Web)), Templates Designing Tools for Bulk SMS/Email, Auto generated updates with SMS and Email Integration, Counselor Profile, Counselor Dashboard, Counselor's day work summary, Follow-ups Today /Fresh Leads /Hot Inquiries/ Lead Routing/ Special Consideration, Communication History / Inquiry Status, Enquiry form link with website, Search Inquiry with different parameters, User wise inquiry upload/ converted / discarded with reason <br><br> **Pre Admission Module:** Application From - On Line Application Filling/ Off Line Application Filling, List of Application Course Wise, Application/ Entrance fee collection through online payment gateway and/or through challan, Verification of Application form and preparation of list of eligible students, Eligibility check, Exam Centre Details, Roll No. Generation and Centre allotment, Admit card, Room Setup, Seating Arrangement, Invigilation duty, Exam Attendance, Result and Merit list preparation and declaration of Result, Counseling, Document Verification, Distribution of admitted students to different departments with their full data, images and other details, SMS/ Email alert facility at different stages, Admission cancellation process, fee refunds management, Centralized Admission through Entrance test. |
| 2. | **STUDENT INFORMATION MANAGEMENT** |
| | Registration Form with unique Id, Admission form with receipt, Provision to add / edit / delete individual student information (personal and educational) as required. This also includes uploading of signature and photo and Thumb Impression, Provision to maintain Parents & Guardian Details & Address Details, Document Management (Bonafied, CC, Loan Letter etc.), Identity Card Generation, Student Search(with different parameters)/SMS/ Email with unique ID, Admission Summary, Custom Report Generation- Hostel Student details, Student details as required. Mailing Label Printing, Login (Student/Parent). |
| 3. | **ACADEMICS MANAGEMENT** |
| | Change of Discipline, Attendance Regular/ Extra Special, Group Create facility for attendance, Daily/Weekly/Monthly Attendance Report, L, T, P attendance Breakup, Absentee Statements, Attendance Subject wise, Student absent SMS, |

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|---|---|---|
| | | Short attendance SMS/Reminder etc, Student Discipline/ Activity Management, Faculty Allocation Report, Faculty Wise Attendance, Provision for absent faculty load balancing, Different Login Student-Parent Faculty/Admin, Syllabus Management and Time Table Management: Semester / year wise syllabus setting based on the programme specialization, Student Grouping, Upload Assignment, Time Slot Setting, Lecture Plan Management, Time Table Setup (Course, Faculty, Subject, Semester), Faculty wise load mapping Report, Module wise Topic/ Sessional upload, Student Attendance with Topic, Online Submission of Assignment: Allocation of assignment to different groups, Student submitting online, tracking the submissions, Due date related constraints, Checking on assignments, grading them, contribution of the same to final grades, Course Management, Define Paper included under each of the courses, Enter details of paper such as its nomenclature, paper type like theory practical, Enter Marks detail for each paper, which include max marks, min marks for passing etc <br> * **Outcome Based Assessment Process covering direct and indirect assessment tools to compute attainment of course outcomes and program outcomes.** |
| 4. | **EXAM MANAGEMENT** | |
| | | Defining the exam session, 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, Design the hall tickets and student register (Candidate list), Student detail statistics, Generate and issue the hall tickets to the student. Maintain the student register, Issue of exam programme to the centre, Exam Setup, Date Sheet Generation, Independent Grading for subjects, Internal Marks Analysis, Subject wise Max marks setting and Entry, Examination related Details, Back paper integration, Numerical Sheet, Room wise seating plan, Assigning Invigilator, Student Attendance Sheet, Student Marks Entry, Tabulation Sheet Grading report, Verification Sheet, Student Report Card, Student Life time Performance analysis, Class Toppers & Subject Toppers, Graphical analysis based on performance in Exam, Complete grade management system for students; roll ups available for semester end, year end and program end grading systems, Handling of all kind of grading parameters via marks, percentages, grades, credits, GPA, CGPA etc, Print and Publish mark sheet on student portal, Rule based student promotion configuration options |
| 5. | **UNIVERSITY FEE MANAGEMENT** | |
| | | Complete automation to fees Management process, Breakup (Fee Head, Course Fee), Fee Setup (Course, Individual Student), Fine Setup (Daily/Lump Sum/Course/Installment), Fee Receipt Generation/Challan/SMS, Fee Collection Report:- Daily/ Monthly Fund Collection, Branch Wise, Course Wise, Hostel, Transport, Other, Head Wise, Miscellaneous Collection, Fee Balance:- Branch Wise, Course, Hostel, Transport, Fees Receipt: Bank, Cash, Draft, adjustable, Cash/ Bank, Student Ledger, Balance and dues/defaulter report, Bank Payment report, Installment details, Search receipt, student complete details (dues, receipt, fund, refund, bank list, Fee Relaxation, Excess Report, Excess Adjustment, Fees adjustment through fund, Excess Refund etc.), Defaulter's & Fine Listing with SMS, Fee Summary, Cheque bounce, Fund transfer, Fine / Penalty Collection |

| 6. | **UNIVERSITY FINANCIAL ACCOUNTING** |
|---|---|
|  | Financial Accounting –Flexible & Infinite Grouping of Accounts, Head of Account Creation, Cash Receipt Voucher Cash Payment Voucher, Bank Receipt Voucher, Bank Payment Voucher, Contra Entries, Payments, Receipts, Journal Vouchers, Day Book, Cash Book & Bank Book, Ledger Posting, Ledger View, Trial Balance, Income over expense A/c, Balance Sheet, Bank Reconciliation |
| 7. | **HR INFORMATION MANAGEMENT** |
|  | Employee Profile with UID: Official details, Basic Details, Address Details, Personal Details, Employee reports like Staff List, Department wise, qualification wise, and experience wise, Employee Search Management via UID, Personal Unique ID for Personal Dashboard, SMS /Group email/ document sending/receiving facility, Various Reports - Area Wise, Experience Wise, Salary Wise etc, Recruitments – Handling employee recruitment process, Leave and Attendance – Leave management process with leave rules configuration, Online leave approval workflow, Attendance Management – Smart Card/Bio-metric Attendance Integration, Manual, Export Daily attendance data to payroll, Daily absence reports for administration, Customized reports, Employee Performance Management - Appraisals - Self / Superiors, Evaluation by Students, Increments and Incentives handling, Separation Management - Resignations, exit interview, no dues and full and final handling, Employee Training and Development - Running training courses for faculty and staff through the system and managing their development programs |
| 8. | **FACULTY PROFILE MANAGEMENT** |
|  | Maintaining Databases from date of joining till retirement. |
| 9. | **HOSTEL MANAGEMENT** |
|  | Hostel Registration/Approval/Admission, Hostel Attendance, Hostel Expenses/Recoveries/Fines, Room shifting & Withdrawals, Room Allocation & Maintenance, Mess Bill Collection, Advance Booking, Room History & Status, Reports integrated with Fees |
| 10. | **UNIVERSITY MATERIALS AND STORES MANAGEMENT – PURCHASE OFFICE** |
|  | Item Management, Categorize Items using Category, type & Unit Definition, Vendor Management, Purchase Requisition, PO Generation, Purchase & Sales Handling, Purchase Returns & sales Returns, Goods Receipt Notes, Bill of Materials, Damage Handling, Purchase Register & Sales Register, Purchase Return Register & Sales Return Register, Physical stock & variance report, Minimum Stock Warning, Stock Status, Stock Card etc, Item In / Out Status, Creditor's Sale statement, Interfacing with accounting module for payments and accounting |
| 11 | **UNIVERSITY PAYROLL MANAGEMENT** |
|  | Management of automated payroll processing, Salary processing and reporting, Salary Structure Definition, Advanced Staff search & Report, Manage Staff Applications, Staff wise pay scale setting, Salary Calculation, Salary Statement and Other Reports Printing, Salary components, deduction, leave, PF, any other allowance, etc, Advance Management, Pay Slip, Salary Voucher, Loan Advance Detail, Loan Advance Application, Statement (Cash, Bank, Cheque, DD etc), Monthly Allow Deduction, Salary Summary Report, Salary Pay bill, Arrear bill, Salary Chart, Attendance Summary, Form Generation like 16 A or as required, Rule based income tax and PF calculations and option for creating reports and |

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| | formats for filing returns, Income tax rule based rebates handling for employees, Interface with accounting module for accounting of salaries in various heads and under various schemes |
| 12 | **TRAINING AND PLACEMENT** |
| | Company Registration, Interview Details with company and qualification criteria, Vacancy Posting, Student apply online for company (if eligible), Students Applications, Student Confirmation for registration, Student registered list, Company round setup, Student attendance for placement, Student placement performance, Student list status wise, Selected student SMS integration to parents, Institute wise, course wise sheet detail sheet, Vacancy Report, Selection Report |
| 13 | **GRIEVANCE AND FEEDBACK MODULE** |
| | Grievance Manager, Grievance Status, My Grievance, Grievance Response, Communication details, Feedback criteria setting, Feedback upload, Faculty/ Employee wise Feedback Rating |
| 14 | **PORTAL FOR STAFF/FACULTY** |
| | Unique ID for all staff/ Teacher, Salary/Perks Information, Leave Management, Internal Email (Group email, Search, Folder), Notice, Events Management, Event Attendance, Academic Calendar, Upload Module/ Subject Details (with sessions/ topic), Integrated with student, staff personal dashboard, Date wise subject lesson Planner, Upload content, Presentation, Sample question, Hints, Tips etc, Mark Module/ Subject wise attendance, Upload Module/ Subject wise assignment |
| 15 | **PORTAL FOR STUDENTS** |
| | Access through student ID & password, My profile (Updating of personal information (Residential address, contact details), Attendance, results, academic data available on the portal, Examination notification and time table, View examination result and related analysis (Grade Card/ Mark sheet Download/View), Library Search/Book Reservation/Dues/Fines/Reminders, Hall ticket information and hall ticket printing facility available on the portal, Fees Receipt/Ledgers, Training & Placement, Grievance/Feedback for faculty, Internal Email (Group email, Search, Folder), Notice/ Circular, Academic Calendar, Assignment (Module/Subject/Sessions/Topics), View content, Presentation, Sample question, Hints, Tips etc, Request for duplicate documents, News on University Sports/ Other activities, On line submission of exam form, Suggestion and Request, Download |
| 16 | **ALUMNI PORTAL** |
| | Alumni Registration, Alumni Permission, Alumni Login, Alumni Dashboard, Alumni Data Search, Alumni Profile, Group Email Facility |
| 17 | **LIBRARY MANAGEMENT SYSTEM** |
| | Request & Request Feedback, Purchase Order & Order Receiving, Accessioning, Book Transfer, Suggestion Summary/Member, Fine/Dues/Privileges Setting, Book Issue/Return, OPAC Search/ OPAC (Serial), Due Reminder/ Due Reminder Notice/SMS/Email, Library Report like Author Wise, Subject Wise, Overdue Books, Shelf Wise, etc, Catalogue of books with ISBN, Author, Title, Publisher, Number of copies of a particular book, and any other customizable information, Librarian is provided with an interface to issue / return a book to/ from a person, System alert to the user when a book is due for return or is already late, Various system generated reports, e.g., books due this week, late |

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| | returns, etc, Library to be able to function offline, Bar Code Generation/Member ID Card, News Paper Subscription/Billing, Stock Verification |
| **18** | **ADDITIONAL FEATURES** |
| | Bar code Generation, Identity Card Generation, Finger Printer Integration for Staff, SMS Integration, E-mail Integration, Smart Card/Bio-metrics Integration, MICR Reader Integration |
| **19** | Ticketing User Interface, integrated with ERP and email for raising issues related to: Building Works: Civil, Electrical, Plumbing, Horticulture, etc. ACSS: LAN across institute, etc. Communication: Telephones/Voice Communication equipment, etc. Hostel occupant raising a ticket regarding an issue with a Hostel Room fitting |

**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 | | | |
| | | | | |

**CONDITION OF CONTRACT:**

1. **Legal Agreement** - A detailed license deed will be executed &signed between the successful bidder and the SLIET for covering all the aspects stated in this document (copy of license deed to be executed attached).
2. **Warranty** - The system shall be under warranty for a period for one year after completion of implementation and go live of all the modules under the first phase. Further, the warranty period will continue till the start of technical support period i.e. the complete implementation of the project. SLIET may enter into a support contract with the Successful bidder after the expiry of the warranty period.

3. **Payment** - The Successful bidder'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 module wise work for which payment is being claimed. Payments shall be made to the successful bidder on submission of the claim, complete in all respects. Payment shall be made in Indian Rupees. Income tax at source and other taxes as applicable under the prevailing laws will be deducted from payment at every stage. All the payments to the vendor shall be subject to the satisfactory accomplishment of the concerned task.

4. **Payment Terms** - The following milestone based payment term shall be followed:
   a. Supply of Third party Software Licenses (To be supplied as per the delivery schedule) – 100% upon delivery of licenses upon confirming receipt, supply & satisfactory installation of Software licenses
   b. For Implementation and customization of ERP:
      i. 20% of total implementation fee upon completion of Business Analysis Phase (AS IS–TO BE Studied) of phase 1
      ii. 15% of total implementation fee upon completion of UAT signoff of PHASE ONE modules
      iii. 10% of total implementation fee upon go live PHASE ONE modules
      iv. 15% of total implementation fee upon completion of UAT of PHASE TWO modules
      v. 10% of total implementation fee upon go live PHASE TWO modules
      vi. 10% of total implementation fee upon completion of UAT of PHASE THREE modules
      vii. 10% of total implementation fee upon go live PHASE THREE modules
      viii. 10% after complete implementation of work

5. The earnest money (as mentioned above) must be paid through E-payment mode e.g. RTGS/NEFT/ Debit Card/ Credit Card etc. No interest shall be paid by the Institute on earnest money or Bid Security. The Earnest Money Deposit in any other form shall not be accepted. The Bid Security/ EMD Deposit will be refunded to the successful bidder on receipt of performance security.

6. In case, the successful bidder does not sign the Agreement within 15 days or start the work or within 20 days of award of the contract, the Earnest Money Deposit shall be forfeited and the work order will stand withdrawn.

7. **Standards of performance** - The Successful bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy and techniques. The Successful bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. The successful bidder shall be required to furnish a performance security equivalent to 7% of the contract agreement value (Purchase Order/ Work Order value), in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank in favour of  Director, SLIET, Longowal. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

8. **Intellectual Property Rights** - No software or services covered by the contract shall be developed, sold, disposed or done by the Successful 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 Successful 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.

9. Change of order: <u>During implementation phase</u>: SLIET may at any time, by way of a written request or notice to the successful Bidder, make changes within the general scope of the work. The successful bidder will be bound to carry out such changes without any extra cost, over and above the bid amount.
   <u>During the support phase</u>: the changes, if required, will be analyzed by the successful 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.
   The changes, required as per norms/ guidelines, issued from time to time by the Government of India, will be incorporated by the successful bidder without any extra cost.

10. Training should be provided to user and administrators free of cost.

11. Resident Engineer shall be provided by the successful bidder to the Institute during support period for providing technical support for successful running of the ERP solution for a period of three years from the date of its successful completion of the project.

12. **Observance of Labour Laws**: The successful bidder will be solely responsible for the applicability and observance of all labour laws and other legal requirements. The institute shall be at liberty to ask for removal/ transfer of any person of the party/ successful bidder.

13. **Liability of the Institute:** The Institute shall not provide any residential accommodation to the personnel employed by the Agency except to resident engineer. However, the accommodation can be provided to resident engineer, on payment basis, only subject to availability of accommodation. The Institute will be under no legal obligation to provide employment to any of the personnel of the Agency after expiry of tender/agreement/contract period and the SLIET recognizes no Employer-employee relationship between SLIET and the personnel deployed by the Agency. The Institute shall not be responsible financially or otherwise for any injury during the implementation / technical support period of the project.

14. **Arbitration:** In case of any dispute or difference arising out of or in connection with this contract agreement or the implementation or interpretation of any of the clauses of this agreement, the matter will be referred to the Sole Arbitrator to be nominated / appointed by the Director SLIET, Longowal. The decision of the Arbitrator shall be final & executable and binding on both the parties. The fee of the Arbitrator appointed shall be determined by Director SLIET and both the parties at dispute will pay fee to Arbitrator in equal proportion.

15. **Forfeiture of Security Deposit and Termination of Contract:** Any violation of the terms and conditions under the agreement will tantamount to breach of the contract agreement and the Institute reserves the right to forfeit the security

deposit and termination of the contract agreement after giving 07 days notice and no claim on account of damages to the Agency on this account shall be payable.

## PROPOSAL EVALUATION AND COMPARISON OF BIDS:

## BID EVALUATION

<u>Preliminary examination of the bids</u>: The committee constituted by SLIET will scrutinized the bid documents. In case of any clarification, if required, the same will be asked from the bidder. However, no changes can be made in the bid documents at time of scrutiny.

<u>Evaluation Procedure & Criteria</u>: Evaluation of the bids will be done in two stages (technical and financial) and at the end of every stage, short listed bidders will be informed of the result to have a fair and healthy competition. The following is the procedure for evaluation.

<u>Evaluation of Technical bids</u>: The evaluation of the Technical bids will be carried out in the following manner:

a. The bidders' technical solutions proposed in the bid document are evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in Technical evaluation metric as per below.

b. Proposal and Technical Presentations: SLIET may invite each bidder to make a presentation to SLIET at a date, time and location determined by the SLIET. 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 appointing a 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 financial 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:**

| Technical Evaluation Metric | Max Marks |
|---|---|
| Company Profile | 10 |
| Compliance to Functional Specifications though a single fully integrated web based readymade customizable application/software | 20 |
| Bidder's experience in implementation of education ERP product in Educational Institutions in India<br>>= 4Institutes/ Universities : (20 marks)<br>3 Institutes/ Universities : (15 marks)<br>2 Institutes/ Universities : (10 marks) | 20 |
| Total No. of student users, in single University / Technical Institute, where the solution has been implemented.<br>>= 5,000 student Users :(20 marks)<br>>= 2,500 student Users and < 5,000 student Users (15 marks)<br>>= 1,000 student Users and < 2,500 student Users (10 marks) | 20 |
| Total Number of Technical persons onroll as on date<br>>= 20 Technical persons  : (10 marks)<br>>=15 Technical persons and <20 Technical persons :  (7.5 Marks)<br>>=10 Technical persons and < 15 Technical persons : (5 Marks) | 10 |
| Solution Presentation by the bidders<br>1. Solution Proposed<br>2. Approach and Implementation methodology<br>3. Organizational capability to execute the large projects and previous experience of implementing ERP/e-governance projects | 20 |
| **Total Marks** | 100 |

**Evaluation of Financial bids**

The Financial Bids of the technically qualified bidders will be evaluated as per the evaluation Criteria mentioned below:

| QCBS Evaluation metric 70% - Technical, 30% - Financial |
|---|
| |
| **Formula for BIDs Evaluation** |
| |
| **Financial Score (Fs) = 100*Fm / F** |
| |
| **Overall Score = 0.7 * Ts + 0.3 * Fs** |
| |
| **Where in :**<br><br>**Ts: Technical Score of the bid being evaluated as per Table**<br>**Fs: Financial score of the bid being evaluated**<br>**F: Price Proposal of the bid being evaluated** |

| |
|---|
| **Fm: Lowest Price Proposal amongst all the bidders** |
| |
| **The Bidder having the Highest Overall Score will be awarded the contract** |

**Final Evaluation**: Based on the technical and financial evaluation of the bids, a final report will be submitted by the evaluation committee to SLIET. In determination of the best value bid, the weightage of 70% and 30% shall be given for technical and financial scores respectively.

**Price Schedule – Financial Proposal Format:**

A) Software Licenses including warranty

| S. No. | Item Description | Total Amount |
|---|---|---|
| **1.** | Proposed ERP system all the modules  mentioned in functional requirements | |
| **2.** | System software – if applicable - RDBMS & Middleware/Application server (if required) | |
| | | |

B) Implementation and Customization Cost

| S. No. | Item Description | Total Amount |
|---|---|---|
| **1.** | Installation, Implementation, Configuration, Customization, Testing, Documentation, Data Migration, Go Live, Handholding/ Helpdesk and any custom development, if any | |

C) Support Cost – Annual Technical Support

| S. No. | Item Description | Total Amount |
|---|---|---|
| **1.** | Per Annum Support Charges with **Resident Engineer** after expiry of warranty period | |