K.K. Handiqui State Open University

Head Office: Patgaon, Rani, Guwahati - 781017

Advt. No. KKHSOU/Digisoft/34/2017/6

Notice Inviting Tender

Sealed tenders are invited from registered IT firms/ Companies for designing and development of software etc. For details visit our website www.kkhsou.in

The quotations should reach the undersigned on or before 08.09.2018.

Sd/-
Registrar

REQUEST FOR PROPOSAL

FOR

IMPLEMENTATION OF INTEGRATED UNIVERSITY MANAGEMENT

SOFTWARE SOLUTION

Krishna Kanta Handiqui State Open University

Krishna Kanta Handiqui State Open University, Guwahati

City Office: Housefed Complex. Last Gate, Dispur, Guwahati 781006, Assam, India

Headquarters: Patgaon, Rani. Guwahati- 781017. Assam

Ph. 0361-2235971/2234964

Last date of submission of Bid :   08.09.2018

Date of opening Technical Bid: 12.09.2018

Date of opening of Commercial Bid :   12.09.2018

1. INTRODUCTION

Krishna Kanta Handiqui State Open University: A Brief Profile

Established under the provision of the 'Krishna Kanta Handiqui State Open University Act' 2005 of the State Legislature of Assam and published in the Assam Gazette (extraordinary) dated 29/9/05, the Krishna Kanta Handiqui State Open University started functioning with the assuming of office by Professor Srinath Baruah as its first Vice-Chancellor on 11th December, 2006.

The University has been named after an illustrious son of Assam, Professor Krishna Kanta Handiqui. The University has been entrusted with the authority to prepare its own curriculum, system of examination and to admit, confer degrees, diplomas and certificates to the learners up to degree Post-graduate level.

The University Headquarter is situated at Patgaon (Rani) while its City Centre is located at Housefed Complex, Last Gate, Dispur, Guwahati – 781006.

Objectives of the University:

1. To provide access of higher education to segments of population, particularly the disadvantaged groups such as those living in remote and rural areas, and also includes working people, housewives, adults who wish to upgrade or acquire knowledge in various fields.

2. To provide opportunities of higher education to a segment of the population, including those who could not pursue higher education in appropriate time due to various reasons.

3. To strengthen and diversify the degree, diploma and certificate courses related to the need of hour and employment which is necessary for building the economy of the country with regard to its natural and human resources.

4. To provide non-formal education at par with formal education in order to contribute towards the improvement of the educational system throughout the state.

5. To disseminate learning knowledge by diverse means including the use of Information and Communication Technology (ICT).

6. To provide education and training to learners, to improve their quality, and raise their ability with skills in arts and crafts.

7. To provide counseling and guidance to the learners.

Vision & Mission Statements of the University:

The aim of the University is to develop and provide easily accessible modes of quality higher education and training among those who keen on pursuing higher education with the use of latest educational inputs and technology. Due to the inherent flexibility in terms of pace and place of learning, methods of evaluation etc., KKHSOU holds the promise of providing equal opportunities of higher education and bringing into its fold the underprivileged sections of people of the state. With the view of reaching out to the disadvantaged groups of people deprived educationally, economically, geographically and so on, KKHSOU has been formulating and designing academic programmes to suit the less educated, educated and higher educated groups in order to achieve the goal of providing quality education and training at their doorsteps.

Recognition:

This university is recognized by the Distance Education Council, New Delhi, Ministry of Human Resource Development, Government of India. The Government of Assam has recognised the academic programmes and degrees awarded by the University will be at par with degrees awarded by any other universities for the purpose of job or higher studies.

Schools of Studies

With the approval of the Board of Management, the University established 6 Schools of Studies and an Institute of Research for the smooth conduct of academic activities and research in various fields. The University endeavours to run the academic activities of all the 19 departments under the purview of these Schools of Studies which have been named after some of the renowned sons of Assam, commemorating their contribution to the greater Assamese society and culture.

Banikanta Kakati Research Institute

Research and Development is an important dimension of a University's academic pursuits. An academic organization remains incomplete in the absence of proper research activities. Keeping this in mind, all the research activities were brought under the purview of the Institute of Research and Development which has been named after a great researcher of the region, Dr. Banikanta Kakati. Currently, a number of Research and Teaching Assistant (RTA)s have been undertaking PhD research works in the field of Open and Distance Learning. Along with this, a number of research projects have been undertaken in the areas relevant to the University's vision.

Special Achievements

1) Recognition of Centre of Excellence in Distance Education by Commonwealth of Learning, Vancouver, 2013.
2) Recipient of CSR Award of Excellence as Top Distance Learning Institute in India, 2014
3) Self Learning Materials of the University has been adopted by other Open Universities of India (Uttarakhand Open University).

SECTION I

INVITATION FOR BIDS

1. This invitation for bids is issued to the bidders who possess the following qualification criteria: -

TENDERER'S QUALIFICATION CRITERIA:

1.1 The Tenderer / Bidder should be primarily an IT Company registered under the Indian Companies Act, 1956 since last 5 (five) years. Certificate of incorporation issued by the Registrar of Companies must be submitted.

1.2 The Tenderer / Bidder should be dealing with application development & management services for which the bid is quoted in the tender form.

1.3 The bidder should have a turnover of Rs. Ten Crores per annum for the last 3 financial years from Information Technology Services. Revenue from sale of hardware and other IT products shall not be considered.

1.4 Bidder should be a positive net worth making company for the last 3 years. The bidder should submit Chartered Accountant's certificate/ PSU status attesting to the same. The Bidder / Prime Bidder should have a net worth of more than **5** crores as on 31st March 2018. Chartered Accountant's certificate should be submitted attesting to the same.

1.5 The Bidder should be ISO 9001:2008 certified for "Design, development, implementation and maintenance of software and also for computer hardware and software integration." In case the certificate is under process of renewal, a copy of the existing certificate should be submitted and the bidder should submit an undertaking to the extent that they will submit a valid copy of the Certificate to KKHSOU in the event of their being selected as the successful bidder.

1.6 The tenderer must have ISO 27001:2005 certification.

1.7 The Bidder should have been engaged in at least one project involving development & implementation of similar solution (Compulsorily having admission, enrolment, examination modules in any one or more Universities in India. Copy of Order and project progress / completion report / testimonials from the concerned University is to be attached.

1.8 The individual signing the tender or other document in connection with this tender must be duly authorized through a suitable letter or power of attorney issued by the Managing Director of the bidder

2. This document is a Request for Proposal (RFP) for 'Implementation of Integrated University Management Software Solution at KKHSOU. The solution provider will implement this project in a structured and time bound manner. Upon successfully implementing this project (Go Live) the solution provider will run the system in parallel run mode for three months and train the user on using the system and finally handover the system to users.

3. This invitation to the Tenderers is for carrying out following tasks for KKHSOU University Implementation of Integrated University Management Software solution

a) Process study and Gap Analysis.

b) Preparation of draft SRS

c) Development of prototype

d) Finalization of SRS

b) System Implementations

c) Alpha testing and debugging

d) Beta Testing and debugging

e) Parallel run

f) User training

g) Handholding and handover to user.

h) Continuous on-site support for minimum two years

4. Tenderers are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.

5. Sealed offers prepared in accordance with the procedures enumerated in this document should be submitted to the University not later than the date and time laid down at the address given in this document in the Schedule for Invitation to Tender.

6. All bids must be accompanied by the earnest money **2.5% of bid amount** in the form of Demand Draft / Bank Guaranty in favor of Registrar, KKHSOU University from Nationalized Bank along with a demand draft for non-refundable tender fees of Rs. 1500 /- (Rupees One thousand five hundred only). Both the demand drafts/ Bank Guaranty should be drawn on a nationalized bank payable in Guwahati.

7. The tender response should be stamped and signed across all the pages by the authorized representative of the bidder. Only the authorized representative of the bidders should sign in the tender response. The authorization will be in the form of an authorization letter duly signed by the Managing Director or a Director.

8. This tender document is not transferable.

9. Schedule for Invitation to tender.

Name of the University: Krishna Kanta Handiqui State Open University, Guwahati.

Address at which Tenders are to be submitted:

Krishna Kanta Handiqui State Open University

Housefed Complex.

Last Gate, Dispur, Guwahati 781006, Assam, India

 10. Delivery period of entire project: 18 months from the date of issue of work order (order of delivery/implementation should be as per schedule of implementation as laid down on).

Note:

1) The university shall not be responsible for any postal delay about non-receipt or non Delivery of the document.

2) The Registrar of KKHSOU University reserves the right not to accept a tender or reject all tenders without assigning any reason.

Procedure for submission of Bids.

It is proposed to have a two-bid system for this tender.

i) Technical Bid in First envelope.

ii) Commercial Bid in Second envelope.

1.1 The Tenderers must place their technical and commercial bids in separate envelopes, superscribed with separate BID tittles as follows.

TECHNICAL BID FOR IMPLEMENTATION OF INTEGRATED UNIVERSITY MANAGEMENT SOFTWARE SOLUTION

COMMERCIAL BID FOR IMPLEMENTATION OF INTEGRATED UNIVERSITY MANAGEMENT SOFTWARE SOLUTION

1.2 Commercial Bid of only those tenderers shall be opened who qualify based on the Technical discussion and presentation as detailed later in this document.

1.3 **Technical Bid should contain EMD of Rs. 2.5% of bid amount and tender fee Rs. 1500 /- as indicated later in this document.** Bids enclosed without EMD and Tender fee shall summarily be rejected.

1.4 Prices must not be indicated in the technical bid and should be quoted only in the commercial Bid.

1.5 The cover thus prepared should also indicate clearly the name and the address of the tenderer to enable the bid to be returned unopened in case it is received "Late".

1.6 The bids, received after the last date and time for receipt of bids prescribed in the tender document and declared late by the Tender Evaluation Committee, shall be rejected and or returned unopened to the tenderer.

1.7 Each copy of the tender should be a complete document and should be bound as volume and different copies must be bound separately.

1.8 The tenderer is expected to carefully examine all instructions, forms, terms and specifications in the tender document. Failure to furnish all information required in the document or submission or a bid not substantially responsive to the tender document in every respect shall be at the tender's risk and may result in the rejection of the bid.

1.9 Documents Comprising the Bids.: -The bids prepared by the tenderers shall comprise of following components.

a) Technical bid (2 copies + 1 soft copy) shall consist of the following: i) Original Bid document along with clarifications issued by University if any duly signed & stamped by the bidder ii) Proposed solution and its existing functionalities in detail with proposed implementation methodology. Customization methodology and development tool and detailed technical specifications for undertaking tasks/projects specified in task list in section III, along with supporting documents and all information necessary for proper technical evaluation. iii) **Annexure I** properly filled. iv) A time line showing completion time of each module (PERT chart).

b) **Commercial Bid** (only one copy) consisting of the following : i) The Tenderers shall indicate the firm price for each task indicated in task list in section III of this document in Annexure II.

1.10 Key Information: -

Tender Reference No.	KKHSOU/Sanction/91/2015/PT/450
Last Date and Time for receipt of Tender	08.09.2018 on or before 1 pm
Date and Time for Opening of Technical Bid	12.09.2018 at 3 PM
Date and Time for Opening of Financial Bid	12.09.2018 at 3PM
Date and Time of Technical Presentation	To be informed later on
Tender Fee (non refundable)	Rs. 1,500/-
EMD (refundable but non-interest bearing)	2.5% on quoted value
Contact Telephone Numbers	9864879426
For technical Details Contact	Binod Deka, System Analyst Email: binoddeka@kkhsou.in

1.11 Opening of Technical bid The University will first open the technical bid on the notified date and time of the tenderer in the presence of the Tenderer or his representative who choose to attend.

1.12 TECHNICAL EVALUATION

The information furnished by the bidders in the technical bid and technical presentation, if desired by the University, shall be the basis for this evaluation. In case any of the information is not made available, the Committee will assign zero marks to that item. Bidders must note that the technical evaluation will be carried out prior to opening of any Commercial Bids. The evaluation process would rank the bidders based on their composite score computed as weighted average of the Technical and Commercial scores in the manner prescribed below. There will be a weightage of 70% for Technical Bid and 30% for Commercial Bid. The evaluation process would comprise of two stages as Technical evaluation and Commercial evaluation. A maximum of 100 marks will be allocated for the Technical Bid. The evaluation of functional and technical capabilities of the Bidders will be completed first as per the guidelines given below. If any bidder is found to be technically inadequate to the requirements of the University, i.e. if the technical score is lower than 70, then that bidder's Commercial Bid will not be opened. After technical evaluation, the University will open the commercial bid of those bidder(s) whose technical score is higher than 70, even if there may be only two qualified bidder. Technical evaluation of the bidders will be done based on the criteria and points system as specified below: -

SN	Criteria	Document to be submitted	Marking Scheme	Max mark
1	The bidder should have experience in implementing University management system	Project Details along with Purchase Order / MoU & Vice Chancellor testimonial.	5 marks for running successfully at least One entire IUMS project in distance mode. 3 marks for any other University	5
2	Networth	Certificate issued by Chartered Accountant	Rs. 5 Cr – Rs. 10 Cr: 1 mark Rs. 10 Cr – Rs. 30 Cr: 2 marks Rs. 30 Cr – Rs. 50 Cr: 3 marks Rs. 50 Cr – Rs. 100 Cr: 4 marks More than Rs. 100: 5 marks	5
3	CMMi/ ISO Certification	Valid Certificate	CMMi level 3: 3mark CMMi level 5: 5 marks Or ISO 9001 certification: 2 Marks Or ISO 9001 and 14001 certification: 3 Marks	5
4	Proposed software platform	As per solution proposed	J2EE: 5 marks JAVA based : 3 marks (swing for rich client and jsp + JAVA bean for web client) Python based : 1 marks	5
5	Backend	As per solution proposed	Postgresql : 5 marks MariaDB : 3 marks Mysql : 1 marks	5
6	Server OS	As per solution proposed	Linux : 5marks Windows : 1 mark	5
7	Client OS	As per solution proposed	Both Linux and windows : 5 marks Winwows only : 1	5
8	Database replication	As per solution proposed	Realtime : 5 Non Realtime : 2	5

9	Backup and recovery	As per solution proposed	Acceptable solution with data security on backup media.(e.g. encrypted backup) : 5 marks	5
10	System security	As per solution proposed	Completely secured system. No unauthorized access. No deletion of data All operations shall be time stamped and user identity logged.: 10 marks	10
11	Audit trail management system	As per solution proposed	User interface with appropriate search and reporting for all operations performed : 10 marks	10
12	Language	As per solution proposed	Multi lingual (Assamese/Hindi and Engilish): 5 marks English only : 1 mark	5
13	Report	As per solution proposed	Dynamic report generation with text mode printing support : 5 marks	5
14	Developer team	As per solution proposed	No of personnels deployed on site for developing the system. 2 marks for each software engineer (B. Tech CSE level).	10
15	Bidder should have technically qualified in-house personnel B.Tech/B.E/MCA, or equiv minimum 50 nos.	A valid statutory report	0.2 marks for each employee.	10
16	Bidder should preferably have their own Data Centre	A valid statutory report	5 marks if available	5
			Total	100

1.13 Opening of Commercial Bid: - Financial bids of only those bidders who qualify on the basis of evaluation of technical bid and presentation will be opened in the presence of the qualified bidder and their representatives on notified time and date which will be communicated to the qualified bidders well in advance. The Commercial Bids of only those bidders will be opened, whose technical bids were found to be substantially responsive and who scored the minimum 70% marks

for technical qualification as mentioned in this RFP. If the number of bidder is high, only top four bidders commercial bids will be opened. The date and time declaration of the results of technical bids and the opening of financial bids will be communicated to all the bidders who have submitted the bids.

EVALUATION OF COMMMERCIAL BIDS

The commercial bids of only technically successful bidders will be opened. KKHSOU is not bound to select the bidder basis lowest cost.

a) The evaluation will carry out if Commercial bids are complete and computationally correct. Lowest Commercial bid (denoted by symbol "F (m)") will be allotted a Commercial score of 100 marks. The Commercial score will be denoted by the symbol "S(r)". The Commercial score of other bidders will be computed by measuring the respective Commercial bids against the lowest proposal.

b) These Commercial scores will be computed as:

$$S(r) = 100 * (F (m) / F)$$

where F is the Commercial bid of the bidder whose Commercial score is being calculated.

The Commercial score shall be out of a maximum of 100 marks.

COMPUTING THE FINAL SCORE:

The composite score is a weighted average of the Technical and Commercial Scores. The weightage of the Technical vis-à-vis the Commercial score is 0.70 of the Technical score and 0.30 of the Commercial score. The composite score (S) will be derived using following formula :

S = (S (t) * 0.70) + (S (r) * 0.30).

Thus the composite score shall be out of a maximum of 100 marks.

1.14 AWARD CRITERIA

The responsive bidders will be ranked in descending order according to the composite score as calculated based on the above formula. The highest-ranking vendor as per the composite score will be selected. In case of a tie for total highest marks, the bidder with a superior solution who has been given the higher technical score amongst the bidders with the tied composite scores shall be awarded the contract. In the event of this winning bidder not accepting the contract or not completing the formalities after the issue of the Letter of Intent within the stipulated period, then EMD will be forfeited and KKHSOU shall award the contract to the bidder with the next highest composite score, provided the commercial bid of this bidder is less than or equal to that of the original winning bidder. In the event of the commercial bid of the bidder with the second highest composite score being higher than that of the original winning bidder, KKHSOU shall seek written confirmation from the second-ranked bidder to match the commercial bid of the original winning bidder. If the second ranked bidder agrees in writing to match the commercial bid of the original winning bidder, then KKHSOU shall award the contract to this second-ranked bidder.

SECTION II

TERMS AND CONDITIONS OF THE TENDER

1 STANDARDS:

1.1 Work executed under this work order shall conform to the standard mentioned in the Technical Specifications. The Registrar, KKHSOU reserve the right to carry out the capability assessment of the tenderers and the Registrar's decision in this regard shall be final and binding to all.

Upon award of work order, within 15 days the successful tenderer shall sign a MoU with the University.

2. DELIVERY PERIOD AND INSTALLATION

The successful tenderer wining the bid and getting work order shall be allowed to implement in a phased manner as stated in "Schedule of Payment" in section II.

The successful completion period of the said tasks should be adhered to as shall be mentioned in the AWARD OF WORK ORDER. The supply of each phase shall actually be deemed to have been completed on completing the User Acceptance Test (UAT) for that phase.

The software shall be implemented at the University at the cost of the tenderer.

3. DELAYS IN THE TENDER PERFORMANCE AND PENALTY:

Delivery of the items shall be made or the work order Services shall be completed provided by the tenderer in accordance with the time schedule specified by the University in this schedule of requirement.

Any delay/failure by the tenderer in the performance of its delivery obligations shall render him liable to penalties as specified in the MoU to be signed within 15 days from the date of issuing of the work order.

The University requirement for the completion schedule of different tasks under the work order as per the proposal. The time limit may be altered in consultation with the tenderer at the time of award of work order depending upon the nature/scope of the work, which will be binding on the parties thereafter.

The tenderer shall carry out the supply order/ services and carry out its obligations under the work order with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. Then tenderer shall also adhere to professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, technical and engineering practices. He shall employ appropriate advance technology, advanced software development tools and effective methods. The tenderer shall always act in respect of any matter relating to this work order, as faithful advisors to the University and shall, all times support and safeguard the University legitimates interests in any

dealings with the third party. The tenderer shall not, without the university's prior consent, disclose the agreement or any provision thereof or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of University in connection there with to any person other than a person employed by the tenderer in the performance of the agreement. Disclosure to any such

employed person shall make in confidence and shall extend only as far as may be necessary for purpose of such performance. Any document, supplied by the University other than the work order itself shall remain the property of the University and shall be returned in all copies to the University on completion of the tenderers performance under the work order if so required by the University. The tenderer shall own all deliverables including the software, documentation, SRS etc in connection with the implementation of the University Management System in the University .

4 EARNEST MONEY:

Tenderer shall submit the earnest money (EMD) **of 2.5% of bid amount** in the form of Demand Draft / Bank Guaranty in favor of the Registrar, Krishna Kanta Handiqui State Open University from Nationalized bank. The EMD of the unsuccessful tenderer will be returned not later than 30 days from the date of award of the work order to the successful tenderer.

5 SCHEDULE OF PAYMENT

The development shall be made in a phased manner. Each phase shall contain one or more task from the task list. Each phase shall be broken down into the following stages: -

a) Process study and Gap Analysis.

b) Preparation of draft SRS

c) Development of prototype

d) Finalization of SRS

b) System Implementations

c) Alpha testing and debugging

d) Beta Testing and debugging

e) Parallel run

f) User training

g) Handholding and handover to user.

h) Continuous on-site support for minimum two years.

Although the details of the phases and exact distribution of amount in the stages shall be included in the MoU, the amounts of the tasks as quoted shall be divided almost equally among the above stages in each phase.

Payment shall be made only after completion, installation, commissioning and acceptance of the task allotted in each phase (phase wise) and each stage, to the entire satisfaction of the University or any other agency nominated by the university. However, some proportionate amount (approx. 20% of estimated cost of the project) will be disbursed in advance against bank guarantee which will be adjusted in future payments.

The successful tenderer wining the bid and getting work order shall be allowed to implement one phase initially conforming to the methods outlined here and detailed in the MoU within six months

of signing the MoU. The 80% cost against these modules shall be released if the tasks are successfully implemented. Rest 20% percent shall be adjusted against future payments against other modules. The rest of the work shall be awarded only after successful completion of this phase in a similar. In case of failure to implement any phase within the specified time as per the offer, the order shall be canceled and the security money and EMD shall be forfeited.

6. PRICES:

The price quoted for the Services shall be valid for a period of three years and shall not be subject to any changes what over. The rates should be quoted inclusive of supply, installation, commissioning, acceptance, warranty and maintenance during service period and delivery as per schedule specified in the award of work order. The tenderer shall be entirely responsible for all taxes, duties, license fees, Octroi etc. incurred until delivery of the work order Goods to the purchaser. The tenderer must also note that in the event of the University making available of any special form applicable to Government Purchase sales tax shall be payable only as per the rates applied there in.

7. TERMINATION FOR DEFAULT:

The University may, without prejudice to any other remedy for breach of agreement, terminate the work order in whole or in part, by written notice of default sent to the tenderer, and the performance guarantee shall stand forfeited if the tenderers fails to deliver any or all of the obligations within the time period(s) specified in the work order/ agreement, or any extension thereof granted by the University or if the Tenderer fails to perform any other obligation(s) under the work order/agreement and fails to rectify it within the notice period for the rectification of the same.

8. TERMINATION FOR INSOLVENCY:

The University may at any time terminate the work order by giving written notice to the tenderer without compensation to the tenderer if the tenderer becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or effect any right of action or remedy which has accrued thereafter to the University.

9. "NO CLAIM" CERTIFICATE:

14.1 The tenderer shall not be entitled to make any claim, whatsoever, against the University under or by virtue of or arising out of this work order/agreement nor shall the University entertain or consider any such claim, if made by the tenderer after he shall shave signed a "NO CLAIM" certificate in favor of the University in such forms as shall be required by the University after the works are finally accepted.

10. SUSPENSION :

The university may by a written notice of suspension to the tenderer suspend all payment to the tenderer under the work order if the tenderer fails to perform any of its obligations under this work order/agreement, (including the carrying out of the services) provided that such notice of suspension.

i) Shall specify the nature of the failure and

ii) Shall request the tenderer to remedy such failure within 60 days period from the date

of receipt of such notice of suspension by the tenderer.

11. CONFIDENTIALITY:

The tenderer and their personnel shall not, either during the terms or after expiration of this work order, disclose any proprietary or confidential information relating to the services, agreement or the universities business or operations without the prior written consent of the University.

12. PASSING OF PROPERTY:

Ownership of the software, documentation and any other assets created during the service period under the work order shall pass to the University immediately after completion of work. The tenderer shall transfer the ownership of the entire solution in a functional state.

The copyrights of the softwares shall remain with KKHSOU University. Source code must be provided without any encryption to the university. The University shall be free to use the software at any number of its location. The Tenderer shall provide implementation support at agreed terms and conditions. Details documentation of Source code as well as the help menu against each module (in HTML/DOCS format) should there.

13 FORCE MAJEURE:

Notwithstanding the provisions of the tender, the tenderer shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, and to the extent that, its delay in performance are other failure to perform its obligations under the work order/agreement is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the tenderer and not involving the tenderer and not involving the tenderer's fault or negligence and not foreseeable. Such events may include but are not restricted to, act of the University either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises the tenderer shall promptly notify the University in writing of such condition and the cause thereof. Unless otherwise directed by the University in writing, the tenderer shall continue to perform its obligations under the work order/agreement as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The University may terminate this work order by giving a written notice of minimum 30 days to the tenderer if as a result of Force Majeure the tenderer being unable to perform a material portion of the services for a period of more than 60 days.

14 OTHER CONDITIONS:

When some latest technology or equivalent is introduced on these systems by the tenderer the same shall have to be offered to the University, if needed, on mutually agreed charges.

All disputes, differences claims and demand arising under or pursuant to or touching the work order/agreement shall be referred to the sole arbitrator who shall be appointed by the Vice Chancellor of the KKHSOU. The award of the sole arbitrator shall be final and binding on the both parties under the provisions of the Arbitration Act 1996 or by statutory modification reenactment thereof for the time being in force. Such arbitration shall be held at Guwahati-Assam. In all matters and disputes arising there under, the appropriate Courts in the state of Assam shall have jurisdiction to entertain and try them. HRD and training shall be integral part of the work order. The tenderer will have to place required numbers of professionals at the University during the development, deployment, testing and parellel run of the software.

15 **RIGHT TO ACCEPT ANY BID OR REJECT ALL BIDS:**

The Registrar reserves the right not to accept any one or more bid (s) and to annul the tender process and reject all the bids at any time prior to award of work order, without thereby incurring any liability to the affected tenderers or any obligation to inform the affected Tenderers of the grounds for the action. KKHSOU also reserves to itself the right to accept any bid in part or split the order.

16. NOTIFICATION OF AWARD:

Prior to the expiration of the period of the bid validity, the University will notify the successful tenderer in writing that his bid has been accepted. The notification of award will follow signing of the agreement by both the parties.

17. SIGNING OF AGREEMENT:

The University and the successful bidder will sign the MoU Incorporating all the term and conditions agreed between the two parties. This will be completed within 15 days of issue of the work order.

18. PERFORMANCE GURANTEE.

Within 15 days of the receipt of notification of award of work order, the successful Tenderer shall furnish the Performance Guarantee in accordance with the conditions laid down. Failure of the successful tenderer to comply with this requirement can constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event the University may makes the award to the next lowest evaluated Tenderer or call for new bids.

Performance Guarantee will be 10% of the estimated annual contract value which will be renewed for a period of 2 years and every year up to the service period. The Earnest money deposit amount **of 2.5% of bid amount** would be returned to the successful bidder on receipt of Performance Guarantee. The Performance Guarantee should be in the form of Bank Guarantee (to be denominated in Indian Rupees) issued by a Public Sector Bank. No Interest shall be payable on the amount.

19 PAYMENTS:

The University will make payment at the agreed rate and on terms and conditions as laid down in the agreement.

20 CHANGE ORDERS:

The University many, at any time during the period of implementation by written order, make changes within the general scope of the work order/agreement in any one or more of the following: Design, Specifications, Requirements and the software testing method to be provided under the work order/agreement.

21 SCHEDULE OF IMPLEMENTATION:

The total time limit for the successful implementation of the solution shall be 18 months from the date of signing the agreement which will be excluding the time required for approvals for the critical intermediate submissions. Time required for approval in normal circumstances may not exceed 20 working days for each such critical deliverables.

22 MoU:

MoU is the contract between Purchaser and the Successful Bidder. MoU defines the terms of the successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. The MoU shall be defined post award of contract between the University and the bidder. The successful Bidder has to comply with MoU requirements to ensure adherence to project timelines, qualityand availability of services. The successful bidder has to supply software/ automated tools.

SECTION III

TASK LIST

General Modules

Basic Modules for University Management System (Functional Requirement of UMS).

The UMS need to have **android mobile application** apart from web based and rich client interfaces as appropriate for learners, study centers and for the staff members of university where the maximum facilities for each stake holder should be integrated with proposed software. No scripting language should be used in the back-end DBMS. Must have login facility for Faculty / Staff, Study Centre's & Learner's of the university.

1. **Examination Management Module**

    1.1 Pre-Examination

    1.1 Post-Examination

2. **HR Management**

    2.1 Employee Records managements

    2.2 Online Leave Management etc

3. **Finance Management Module**

    3.1 Pay Role Module

    3.2 Financial Accounting

    3.3 Budgeting

    3.4 Contingency Management System

4. **Inventory & Asset Management**

5. **Learner Support Service Management**

    5.1 Call Centre with IVRS & Cloud Telephone

    5.2. Grievance Management & Ticketing Solution

    5.3. Student Feedback Management

6. **Alumni Database & Portal Management**

7. **Study Centre Management**

8. **Employee Attendance System (biometric/login based)**

9. **Paperless Office Automation Module**

10**. Vehicle Management System with GPS Tracking**,

11. **Guest House Booking Management**

12. **Application Tracking System with Doc Uploading/Scanning Facility**

13. **Online Appointment System.**

14. **SLM Management Module**

15. **Academic Module**

16. **Reporting Module**

17. **System Admin & Control Management**

Detail Facilities Required

Common Requirement in All modules;

The software must be responsive in nature and should have Android mobile applications for all the stakeholders like Employees, Study Centres & for the Learners. All the functionality must be done through the mobile application. In case of Employee & Study Centres, the application need to be authenticated through OTP and the device approved by IT Cell, KKHSOU. In case of Learner, he/ she needs to be authenticated using OTP. Some features of application should have the facility to work offline (can use SQLITE database) in case if internet connection is not available, it needs to be synchronized with server whenever internet connection is available. Facilities should be there for the Study centres to send examination attendance & other information to the Examination branch through the App and the app needs be hosted in Google Play store. Due to security reason the party should not use their company name, logo in the proposed software.

The functionality in the mobile application as well as the web services required as mentioned below need to be discussed with IT Cell, KKHSOU along with the concerned authority. The authentication facility used in the proposed software should have facility to integrate with LDAP server.

1. Examination Management

This module should cover all activities in conducting examinations. Various pre-examination, and post-examination activities, entire process of evaluation of all courses, Tabulation, degree management, user account management. The main functionality of the module are -

1.1 Pre-Examination & Post Examination

- Online admission for new students & subsequent semester including back papers,. Registration & Enrollment number generation.

- Examination routine ,form generation & sending alert to the centre, learner through email/ SMS etc

- Examination route list and distribution of confidential materials and payment record keeping & info generation.

- Examination centre allocation and admit card availability through online in the learner panel as well as in the study centre panel. In addition to it, examination centre fees records maintenance synchronized with finance department.

- Assignment marks entry by the study centers from their panel.

- Question Bank Management System and automatic QS setting with customized parameters

- Question paper setter, moderator information management from appointment system to bill payment .

- Examination centre monitoring by IP Camera from the software.

- Bio-metric authentication (face/fingerprint) for attendance of Invigilator as well as for the learners during examination (room wise, centre wise) from the examination form record. In case of no internet connection the device should records information offline in the devices and must be synchronized later whenever internet connection is there.

- Examination Zone Management - where onscreen evaluation system and/or online marks entry should be there. Various kinds of label printing with QR/bar code should be there for distribution & packaging of answer script. In addition to it monitoring of Examination Zone through IP camera facility should be there.

- Result processing, T.R. & verification

- Provision for general/selective grace marking

- Consolidated Marksheet, Provisional certificate, Transcript automatic generations.

- Migration Certificate

- Results published in the website, customized result analysis by various parameters should be there.

- Online Application for rescrutiny, re-valuation & photocopy should be there based on the results date.

- Convocation applications & fees collection, automatic data verification, certificate printing in the regional languages.
- Complete authority of CoE to monitor/restrict individual activities.
- Marksheet/ Admit /Registration card / Certificate printing work can be restricted by time and user.
- Data migration from the existing should be there. All kinds of examination activity related to KKHSOU should be there.

2. HR Management

This module should handle all processes of the employee from recruitment to retirement including career advancement of teachers and maintenance of rosters of reservation for

SC/ST & OBC for recruitment and promotion. In addition to it, there should be a facility for committee creation among staff members and communication among committee. via email & SMS notification.

There must be Login facility for each employee of the university from where they can apply for leave, download salary slip & view all matters related to them/university. From this portal staff members can communicate with other staff through SMS /CHAT and can initiate a group discussion. There must be facility for maintaining E-Service book. Against each employee and can download the report in the format given by the university. Various training requirements for each faculty/staff members and status of each training completed should be tracked.

In addition to it, pay fixation, renewal of employees for contractual/ temporary people should be there.

3. Finance Management Module

This module should be integrated with the existing Tally Server of KKHSOU and incorporated with various functions like pay role, loan management, income tax calculation, recovery & arrears management, bank reconciliation etc with the proposed software. Financial Statement in the specified format is also to be given.

In addition to its budget estimate & allocation, re-appropriation of budget allocation, expenditure management (department wise), contingency management, salary slip generations in the staff module, all kinds of digital transaction record management, existing

offline Challan record management, study centre wise share money management, sanction of money against requisition sent by the various department.

Detailed report analysis for budget allocation, expenditure etc should be there and need to have a notification option if expenditure exceed the budget allocated. Process for financial sanction and sanction register, financial statement in the prescribed format, Depreciation statement, despatch of payslip to individual employee's mail and mobile need to be incorporated. All kinds of financial activity related to KKHSOU should be there.

4. Inventory & Asset Management

This module should cover automation of the entire purchase cycle & distribution (issue & returns), automated alerts for reordering of supplies. There should be proper interplay between this module and the Asset Management Module. It should also generate reports that conform to standard inventory management practices and asset management.

In addition to it, tender management module should be there which will help in selection of L1 candidates, CS statement creations. The tender management module should have facility to keep track of particular tender from requisition of items, placement of orders, sanction of money against the order, delivery of that product to the respective department. Stock management task must be integrated under this module.

5. Learner Support Service Management

This module shall facilitate operation of a **call centre** to address queries & grievances of students from various study centers and also enquiries for external students in general. The system should function with **IVRS facility and VOIP calling** facility.

The queries may be of administrative or academic in nature. The software will have the facility to route the academic issues to the respective faculty for immediate response. In order to track a particular complain, ticketing solution need to be implemented.

The proposed system must have **feedback system**. Based on the requirement & timeline, the system should take feedback (predefined & customized template based format) from the learners & the system should able to analyze the feedback and present the MIS both in graphical representation and textual representation.

6. **Alumni Database & Portal Management**

This module should help building online alumni community and quality interaction between the University and its alumni. Portal features should include discussion forums, exchange, donation opportunity etc. All the passed out learners should automatically moved to alumni section.

7. **Study Centre Management**

This module should include all the works related to study centre like admission of a student, statements/assignment submission, data collection, document verifications, budget allocation, payment transaction details etc. It must have a link with examination module. Study centre concerned person can do online login and check the details of the respective centre. This module can also be used as Examination Centre and Examination Zone management module as when required based on the requirement of Examination branch. Study centre can send application on behalf of learners or can request the University for information.

8. **Employee Attendance System**

This module should keep the attendance of all employees of KKHSOU and must be linked with the finance module and online leave management system of HR module. The module should be integrated with biometric authentication and/or login system of computer and/or smart card system. Whenever a user logged in to his PC/smart card system, attendance should be automatically taken. Customized reporting facility should be there.

9. **Paperless Office Management System.**

9.1) **E-note tracking system** should replace existing manual file note   system.Proper a**uthentication using digital signature** should be   there. Some predefined template should be there in order make the system user friendly.

9.2) **E-letter drafting** with some predefined template should be there. In this   module inward & outward letter tracking should be there.

9.3) **E-filing System** should replace the existing manual file system. It must be   tracked with either bar code/QR code. Must keep track of each file movements. There must be mechanism

to ensure that the file has been received by the respective person. Alert facility for keeping file more than "x" days in the same department should be there.

9.4) **The Document management** module should have facility for uploading all the important documents category wise, folder wise in encrypted form so that it can't be misused and can be searched, downloaded by authenticated user only. Document upload privacy (who can view, edit etc) should be there.

9.5) **Event Management module** in this module various social missions, activities in the adopted villages of the University, various kinds of meeting organized by university should be there. Photographs & Events, press releases, videos, detail expenditure in that meeting (must be linked with finance module) should be linked for future references

9.5) **Work Order Management module** should have facility to manage the requisition of any product from a specific department to the delivery of product to that department. The module should include all the steps from the approval of the request, budget allocation for the product, placing of order and receiving the product. All the steps must be highlighted against each request/order. This module should be linked with Finance, Inventory & Asset Management module.

9.6) **To Do list & Work management module** On each department /each login panel used by the stakeholders of the university, there should be facility for creating "To Do list" by each users, can set reminders like GOOGLE KEEP application against each task and can be assigned work to their staff and monitor the activity done by the staff members of each department. The main objective of this module is to manage the work done by each department .

10. Vehicle Management System

This module should help to keep track of scheduling of vehicles, routes, reservation, booking etc. This should also keep track of maintenance of vehicle, logbook containing comprehensive vehicle details, insurance, maintenance details etc. GPS tracking and real-time movement of vehicle can be tracked using the module.

11. Guest House Management System

This module shall provide for online booking request, availability status, billing and stores management etc.

12. Application Tracking System

The module should keeps track all kinds of application (e.g. mark sheet/admit correction, subject change, application for certificate, document verification etc) that is directly come to the university. Document upload & payment facility should be there. Learner/User will track their application status online. From the admin side, there should be facility to design any customized application from the existing template. Application status can be viewed from outside by the learners by using application id.

13. Online Appointment system

Using this module learner, study centre or any stakeholder can take appointment to any officials of university. The officials must confirm the appointment and same can be mailed or informed to the person. For taking appointment user must either authenticated through mobile or email.

14. SLM (Self Learning Material) Management Module

This module will be used by the SLM Department of KKHSOU. The main function of this department are a) allotment of different empanelled printing presses for printing of SLMs b) Distribution of SLMs to the study centre through courier services where the information about the quantity of SLM will come from the admission system. c) Billing information generation for courier services, printing presses through SLM department to Finance department d) Stock information management of SLM,CD,DVD etc along with information about the lost/damaged & sale record of unused books. e) Label printing for SLM distribution centre wise, packet wise) Need facility for receiving acknowledgement for received SLM from study centers & from learners. g) The details ready records of enrollment (subject wise/medium wise) of all semesters of every study centre.

15. Academic Module

This module should take care of present activities in each Departments, upcoming programmes, academic meetings etc should be there. In addition to it, all kinds of research activity including research project, video tutorials made by them, any others conference attended by them should be incorporated with faculty/staff members of KKHSOU. Records of various research publications/activity by the faculty members / research scholar should be there.

16. **Reporting Module**

In addition to the reporting facility available to all the modules, there should be one extra module for the key officials and others for viewing all kinds of reports. For example, VC/Registrar & other top officials can search for any record of learners and can view their application status/results/payment information etc or for any stock records, finance report etc.

17. **System Admin & Control Management**

The module will be used by the IT Cell of the university and will be the super admin of the ERP. From this panel, the admin can assign the role to each person in each department. Each department may have admin and create the user for their department. The module should provide log facility in order to monitor the activities inside the software. There need to be one option to send message from the admin to all or selected staff members of the KKHSOU. In this module, committees can be created among the staff member of KKHSOU and send mail/SMS to the committees.

Also there should be facility to create web services from this panel and IT cell can integrate such services to the university website as well as in the customized solution developed by IT Cell, KKHSOU. For examples, login information of learner may need to integrate with university LMS, integration facility to KIOSK based system using web services etc.

Registrar

Krishna Kanta Hindiqui State Open University

Annexure I

SN	Criteria	Document submitted	Whether complied
1	The bidder should have experience in implementing University management system		
2	Networth		
3	CMMi/ ISO Certification		
4	Proposed software platform		
5	Backend		
6	Server OS		
7	Client OS		
8	Database replication		
9	Backup and recovery		
10	System security		
11	Audit trail management system		
12	Language		
13	Report		
14	Developer team		
15	Bidder should have technically qualified in-house personnel B.Tech/B.E/MCA, or equiv minimum 50 nos.		
16	Bidder should preferably have their own Data Centre		

(Authorised Signatory)

(Seal and Signature)

Annexure II

SL No	Item	Amount (Rs)	Tax (Rs)	Total (Rs)
1	Examination Management Module			
2	HR Management			
3	Finance Management Module			
4	Inventory & Asset Management			
5	Learner Support Service Management			
6	Alumni Database & Portal Management			
7	Study Centre Management			
8	Employee Attendance System (biometric/login based)			
9	Paperless Office Automation Module			
10	Vehicle Management System with GPS Tracking			
11	Guest House Booking Management			
12	Application Tracking System with Doc Uploading/Scanning Facility			
13	Online Appointment System.			
14	SLM Management Module			
15	Academic Module			
16	Reporting Module			
17	System Admin & Control Management			

(Authorised Signatory)

(Seal and Signature)