K.K. Handiqui State Open University

Head Office: Patgaon, Rani, Guwahati - 781017

Advt. No. KKHSOU/Digisoft/34/2017/68

Notice Inviting Tender

Sealed tenders are invited from Central Govt. Public Sector Undertakings (PSUs)/Organizations for designing and development of software etc. For details visit our website www.kkhsou.in

The tenders should reach the undersigned on or before 24.06.2019.

Sd/-
Registrar

REQUEST FOR PROPOSAL

FOR

DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTANENCE 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

Tender Reference No	:	**KKHSOU/Digisoft/34/2017/68**
Tender document available from	:	24.05.2019
Pre bid Discussion	:	04.06.2019
Last date of query clarification	:	13.06.2019
Last date of submission of Bid	:	24.06.2019
Date of opening of Technical Bid	:	25.06.2019
Date of presentation of Technical Bid	:	25.06.2019 (tentative)
Date of Opening of Financial Bid	:	To be Notified

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 from 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.

DEFINITION

In this document, unless otherwise mentioned following terms will have meaning as shown against them,

SL No	Word	Meaning
1	KKHSOU	Krishna Kanta Handiqui State Open University
2	Terms/Terms and Conditions	Terms and Condition laid down by the university
3	IUMS	Integrated University Management System
4	Tenderer /Bidder /party	The party submitting tender of IUMS of KKHSOU
5	Optional (Module)	Not integral part of IUMS tender of KKHSOU. But bid required separately which may be considered by the university if required.
6	API	Application Programming Interface
7	VoIP	Voice over IP
8	PSU	Public Sector Unit

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 must be a Central Government Agency/undertaking. The Tenderer / Bidder should be dealing with application development & management services for which the bid is quoted in the tender form.

1.2 Bidder should be a positive net worth making company for the last 3 years. The bidder should submit Chartered Accountant's certificate about PSU status or any Government document showing the Government agency/undertaking status.

1.3 The Bidder should have been involving development & implementation of similar solution (Compulsorily having admission, enrolment, examination modules in any ten or more Universities in India. Copy of Order and project progress / completion report / testimonials from the concerned University is to be attached. University experts will visit any two of such universities after opening the technical bid.

1.4 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 /proper authority of the bidder

2. This document is a Request for Proposal (RFP) for 'DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTANENCE 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 six 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 steps for KKHSOU University Implementation of Integrated University Management Software solution

    a) Process study and Gap Analysis.

    b) Preparation of detailed 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 manual & Developer manual preparation and delivery, User training

g) Handholding and handover to user.

h) Continuous on-site support for minimum three years

4. The solution should be a turnkey solution and all cost components must be clearly shown.

5. The proposed software architecture should be hybrid model (i.e. in premise server as well as cloud) with auto synchronization facility (may be two times in day which will be finalized later). It means the most of the modules should work without the Internet connection.

6. The proposed software will preferably be hosted in the Govt Cloud (like NIC etc.) in addition to the physical primary and secondary server in the KKHSOU premises.

7. KKHSOU may or may not go for AMC (Annual Maintenance Contract) after the completion of three years. Price for AMC should be clearly mentioned separately, which will be optional.

8. The party should handover **perpetual license with detail documentation along with relevant source code** to KKHSOU.

9. In the financial bid, all the recurring cost like SMS Cost, VoIP cost (3/5 seater) etc should be clearly mentioned.

10. In case of non open-source platform being used for the software, it must be a well known and well established software. License for such software should be shown clearly which shall be part of cost of the proposed solution. Only perpetual license shall be acceptable.

11. The party needs to suggest the server configuration both for 'cloud' and 'in premise' clearly in the technical bid.

12. The cost of addition/ modification of IUMS should be clearly mentioned in absence of AMC in

objective terms i.e in terms of number of input forms and number of reports generated or any other

measurement suitable for the proposed software.

13. The proposed solution needs to be developed in such a way that KKHSOU may run it without depending on the party i.e. without AMC after three years.

14. The proposed software should have API facility or web services so that the IUMS can easily integrate with third party application. The API and services should be well documented.

15. Detailed SRS must be designed by discussing with Digitization committee, KKHSOU and with concerned persons assigned by KKHSOU.

16. The party has to design the prototype of the software before finalizing the Detailed and Final SRS.

17. The party should first complete Examination module (along with the minimum number of inter dependent modules) within the six-month and upon successful completion of the module, rest of the

work may be formally assigned. In case of failure, KKHSOU may reject the complete tender from the party.

18. Payment to be done per module basis. Finance department of KKHSOU will determine the terms and conditions of payment as per Govt. rule, with the bidder, which will be finalized at the time of MoU.

19. The party should follow the steps during development as mentioned in the tender document at serial no 3.

20. Audit trail System should be handled in the following manner: -

For each database operation, the identity of the person whose action caused the database operation along with time of the action should be logged in. There should be no deletion of records. Existing records should not be overwritten; instead a separate record should be created to reflect the modification. This way all database operation along with values in records shall be available in future for audit trail. Such records should be processed in chronological order to get the current status of the entity concerned. For further clarification parties may contact KKHSOU.

21. 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. Tenderer may contact the University for physical or Video (Skype/hangout) conversation within 12th day from the date of publication of this tender. Further, all queries are to be submitted in writing before 19th day from the date of publication of this tender.

22. 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 and must be present for presentation at Housefed Complex, Dispur, Guwahati-6 office of KKHSOU.

23. The Successful bidders are to provide security deposit in the form of Bank Guarantee for 2.5% of the bid amount prior to issue of final work order.

24. 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 Director.

25. This tender document is not transferable.

26. 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

27. 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). Continuous on-site support for minimum three years after completion of the project. In case of any problem in the existing module after completion of assigned project, the party should rectify the problem at their own cost as soon as possible, failure to which may lead to penalty for the party.

28. After successful implementation of the first assigned module (along with the minimum related modules) will have to be completed within the specified time for subsequent modules. Failure to complete the first (group) of modules properly within time, may lead to termination of the contract without any compensation. The time of completion of first (group) of Module(s) will be finalized at the time of MoU

29. During the development period of the software a team of competent person must be present in the university for continuous interaction, update and onsite minor changes/rectification of the software as per the need of KKHSOU.

30. Hardware devices cost (If required in any module) will not be included in the tender, however suggested configuration for hardware should be provided to the university.

31. For integration with Digital Signature, University will provide the digital signature.

32. The University reserves the right to consider even single valid tender, in the event of non-receipt of sufficient valid tenders.

Note:

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

  b. The Registrar of KKHSOU University reserves the right not to accept a tender or reject any or all tender 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) Financial Bid in Second envelope.

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

TECHNICAL BID FOR DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTANENCE OF INTEGRATED UNIVERSITY MANAGEMENT SOFTWARE SOLUTION

FINANCIAL BID FOR DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTANENCE OF INTEGRATED UNIVERSITY MANAGEMENT SOFTWARE SOLUTION

1.2 Financial Bid of only those tenderers shall be opened who qualify based on the Technical bid and **field visit by the university team** as detailed later in this document, along with the field visit report of the university team which will carry total **10 marks**.

1.3 Prices must not be indicated in the technical bid and should be quoted only in the Financial Bid.

1.4 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.

1.5 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" or disqualify in the Technical bid.

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

1.7 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.

1.8 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) **Financial 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.

1.9 Key Information: -

Tender Reference No.	**KKHSOU/Digisoft/34/2017/68**
Last Date and Time for receipt of Tender	**24.06.2019** on or before 3 pm
Date and Time for Opening of Technical Bid	**25.06.2019 at 11**.00 A.M. (Technical bid)
Date and Time for Opening of Financial Bid	Will be notified at the time of

	presentation.
Tender Fee (non refundable)	Rs. 1,500/- *
Contact Telephone Numbers	9864879426
For technical Details Contact	Binod Deka, System Analyst Email: binoddeka@kkhsou.in

1.10 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. They will have to make power point presentation and answer the queries of the University.

1.11 TECHNICAL EVALUATION

The information furnished by the bidders in the i) technical bid and ii) field visit report by the University nominated experts 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 Financial Bids. The evaluation process would rank the bidders based on their composite score computed as weighted average of the Technical and Financial scores in the manner prescribed below. There will be a weightage of 70% for Technical Bid and 30% for Financial Bid. The evaluation process would comprise of two stages as Technical evaluation and Financial evaluation. A maximum of 70 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 50, or if the bidder fails to fulfill any one or more criteria assigned by the university in this tender document then that bidder's Financial Bid will not be opened. After technical evaluation, the University will open the Financial bid of those bidder(s) whose technical score is higher than 50, even if there may be only one qualified bidder. However even after opening of tender (Technical and Financial bid) , University may decide not to go for implementation and the bidder will have no right to claim allotment of order.

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/Registrar's testimonial	Number of university implemented is 10: 10 marks Number of university implemented is less than 10: 0 marks (Not qualified)	10
2	Proposed software platform	As per solution proposed	Open-source software platform : 5 marks Non Open-source software platform : 4 marks	5
3	Database	As per solution proposed	Postgresql : 5 marks MariaDB/ Mysql : 4 marks ORACLE/MS SQL: 4 marks	5
4	Server OS	As per solution proposed	Linux : 5 marks Windows : 4 marks	5
5	Client OS	As per solution proposed	Both Linux and windows : 5 marks Windows only :4 marks	5
6	Database replication	As per solution proposed	Realtime : 2 marks Non Realtime : 0 marks	2
7	Backup and recovery	As per solution proposed	Acceptable solution with data security on backup media.(e.g. encrypted backup) : 2 marks (proof of encrypted backup used by the bidder must be submitted)	2
8	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.: 3 marks. (Technical details required)	3

9	Audit trail management system	As per solution proposed	User interface with appropriate search and reporting for all operations performed : 5 marks (Technical details required with proof required)	5
10	Language	As per solution proposed	Multi lingual (Assamese/Hindi and English): 3 marks English Only: 1 mark . (However Assamese language must be included in the certificates).	3
11	Report	As per solution proposed	Dynamic report generation with both text mode and graphics mode printing support : 5 marks Only graphics mode printing support:2 marks	5
12	Developer team	As per solution proposed	No of personnel deployed on site for developing the system. Must give written assurance. 1 marks for each software personnel (B. Tech CSE or that level). Maximum mark =5	5
13	Bidder should have technically qualified in-house personnel B.Tech/B.E/MCA, or equiv minimum 50 nos.	A valid statutory report	0.1 marks for each employee. Maximum mark=5	5
14	Field Visit Report (To be assessed by certain criteria which will be intimated to the selected parties before field visit)	Report to be substantiated by the name of university where the system is running at present	Highly Satisfied: 10 marks Satisfactory: 8 marks Average: 4 marks	10
			Total	70

1.12 Opening of Financial Bid: - Financial bids of only those bidders who qualify on the basis of evaluation of technical bid, field visit report of university team (which will be done after opening of technical bid) and 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.   The Financial Bids of only those bidders will be opened, whose technical bids are found to be substantially responsive and

who scored the minimum 50 marks for technical qualification as mentioned in this RFP. If the number of bidder is high, only top four bidders Financial 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/successful bidders.

EVALUATION OF COMMMERCIAL BIDS

The Financial 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 Financial bids are complete and computationally correct. Lowest Financial bid (denoted by symbol "F (m)") (excluding optional module) will be allotted a Financial score of 30 marks. The Financial score will be denoted by the symbol "S(r)". The Financial score of other bidders will be computed by measuring the respective Financial bids against the lowest proposal.

b) These Financial scores will be computed as:

$$S(r) = 30 * (F (m) / F)$$

Where F is the overall Financial bid (excluding optional module) of the bidder whose Financial score is being calculated.

COMPUTING THE FINAL SCORE:

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

S = S (t) + S (r) .   [Maximum Value of S(t)=70

S(r)=30

S=100]

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 case of tie even in the technical score , the field visit report will be the basis for selection. 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, KKHSOU shall award the contract to the bidder with the next highest composite score, provided the Financial bid of this bidder is less than or equal to that of the original winning bidder. In the event of the Financial 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 Financial bid of the original winning bidder. If the second ranked bidder agrees in writing to match the Financial 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.

Within 15 days prior to issue of work order, the successful bidder shall sign a MoU with the University and submit the security deposit in the form of Bank guarantee@ 2.5% of the value of bid if required.

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. Office space will be provided by the university.

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 before issuing the final work order.

The University requirement for the completion of 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. Tenderer 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 legitimate 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 .

Tenderer will have to agree to complete the first assigned module (or modules) within mutually agreed time period and failure to complete the same satisfactorily may lead to cancellation of the contract without any compensation.

4. SCHEDULE OF PAYMENT

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 first module taken up for implementation) may be disbursed in advance against bank guarantee which will be adjusted in future payments. Advance payment terms will be finalized by the Finance deptt, of KKHSOU as per Govt rule.

The successful tenderer wining the bid and getting work order shall be allowed to implement one phase initially conforming to the methods 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/manner. In case of failure to implement any phase within the specified time as per the offer, the order shall be cancelled.

5. 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 and service to the university. 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.

6. 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.

7. 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.

8. "NO CLAIM" CERTIFICATE:

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 have 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.

9. 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.

10. 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.

11. PASSING OF PROPERTY:

Ownership of the software, perpetual license, documentation, training kit in written form with soft copy with stepwise detail guide the 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 and provide shall provide life-time warranty against any mal-functioning of any or all modules completed by the party.

The copyrights of the softwares shall remain with KKHSOU 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 as well as the help menu against each module (in HTML/DOCS format) must be provided by the party.

12 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 or 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 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, and for such cancelation University will not be liable for any compensation claim.

13 OTHER CONDITIONS:

When some latest technology or equivalent is to be introduced on these systems by the tenderer during the development stage, 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 Guwahati city of 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 parallel run of the software.

14 **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.

15. 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.

16. 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 award within 15 days of signing the MoU, formal work order will be issued.

17. 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 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 initial bank guarantee 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. Alternatively, 7.5% of the bill amount will be deducted against performance guarantee and 2.5% of initial deposit will be retained till the completion and expiry of the period as mentioned in the MoU.

18 PAYMENTS:

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

19 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. These will have to be implemented without any additional cost.

20 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.

21 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

FUNCTIONALITY REQUIREMENT OF KKHSOU

o **General Modules**

Basic Modules for University Management System (Functional Requirement of UMS). The UMS needs to have mobile friendly. All database operations should be ANSI standard compatible. Must have login facility for Faculty/Staff, Study Centre's & Learner's of the university. There should be customized reporting facility against each module.

1. Admission & Examination Management Module

    1.1 Pre-Examination

    1.2 Post-Examination

2. Academic Module

3. Online Learning Management Module

4. Learning Material Digital Storage System

5. Online Recruitment Module

6. HR Management

    6.1 Employee Records managements

    6.2 Employee Attendance System

    6.3 Online Leave Management etc

7. Finance Management Module

    7.1 Pay Role Module

    7.2 Financial Accounting

    7.3 Budgeting

    7.4 Contingency Management System

8. Learner Support Service Management

    8.1 Call Centre with IVRS & Cloud Telephone

    8.2. Grievance Management & Ticketing Solution

    8.3. Student Feedback Management

9. Study Centre Management

10. Alumni Database & Portal Management

11. SLM Management Module

12. Purchase, Inventory & Asset Management

13. Application Tracking System

14. Paperless Office Automation Module

15. Vehicle Management System,

16. Guest House Booking Management (Optional)

17. System Admin & Control Management

Detail Facilities Required

1. Admission & 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

- 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 online panel.
- Question Bank Management System and automatic QS setting with customized parameters
- Question paper setter, moderator information management from appointment system to bill payment.
- Provision for Examination centre monitoring by IP Camera from the software. Only provision required.

- Provision for 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.

1.2 Post Examination

- Examination Zone Management - includes online marks entry system i.e after evaluation of answer script the evaluator should be able to enter the marks online by login into evaluator/scrutinizer panel. Various kinds of label printing with QR/bar code should be there for distribution & packaging of answer script. Evaluator online records to be kept .In addition to it provision for monitoring of Examination Zone through IP camera facility should be there.
- Result processing, T.R. & verification, which includes scanning of marks foil, validation etc as per existing module with some modification.
- Provision for general/selective grace marking
- Automatic generation of consolidated mark sheet, Provisional certificate, Transcript & migration certification as & when required.
- Migration Certificate
- Bilingual (Assamese and English) certificate printing.
- OMR based processing facility
- 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. Parallel running of for about six months required.

- Secured Online Examination module should be there so that KKHSOU can organize online examination. The module should have various security measures so that malfunctioning from the all angle can be avoided. Learner can be authenticated via OTP and/or fingerprint/adharcard. Online examination can be restricted based IP address and/or time based as per decided by admin.

Optional Sub Module: Onscreen Evaluation System by scanning of answer script.

Onscreen evaluation system module is optional inclusion. As such the financial bid for these module should be separately shown as subcomponent under examination module.

2. **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.

3. **Online Learning Management Module**

Learners will get access to the all kinds e-materials available with the university as soon as they have been approved for admission. They will get notification whenever admission is confirmed and get the study materials, previous year questions papers etc. In addition they can download the assignment in the portal and submit the same to concerned faculty.

Concerned faculty members which have been assigned for the assignment or other evaluation are automatically informed via mail/sms and do the necessary evaluation in the portal. Learner will get all kinds of information in the portal which is necessary for them.

There should be analytical tool, online quiz, discussion forum, facility for live classes in the. The portal should have most of the facility like **moodle** – open source LMS. The LMS(Learning Management System) should be completely customized and fully integrated with student portal.

4. **Learning Material Digital Storage System**

> All kinds of materials like **pdf**, **e-book**, **video**, **audio** etc are stored in the portal with proper **meta tag**, in a structured repository, so that it can be searchable by anyone who are using this. In simple terms the main objective of this module is to store the learning material in more structure in useful way. This module is linked with Online Learning Management module.

5. **Online Recruitment Module**

The functionality of this module is conduct online recruitment process from the advertisement to till the final recruitment process. The module should have facility in generating graph or report based on qualification, experience which is required in the interview process. Interview call letters, admit card etc facility should be there.

 6. **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.

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 user login to his PC/smart card system, attendance should be automatically taken. Customized reporting facility should be there.

 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.

7. 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.

In addition to its budget estimate & allocation, re-appropriation of budget allocation, expenditure management (department wise), contingency management, salaryslip 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.

8. 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.

The module should be also be integrated with SMS & Email so that any kind of alert can be sent to any learners /study centers.

The setup cost for three/five seats IVRS facility should be shown separately in the financial bid.

9. 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. Must have 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 behave of learners or can request the university for information.

10. 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.

11. 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. f) 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.

12. Purchase, 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.

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.

13. 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.

14. Paperless Office Management System.

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

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

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

14.4) **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.

14.5) **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

14.6) **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.

14.7) **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

15. 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. The system should have facility to integrate with GPS (Hardware) through API or other services in future.

16. Guest House Management System (optional)

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

17. System Admin & Control Management

The module will be used by the IT Cell of the university under digitization committee and designated officer 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.

Every module should have APIs (Application Programming Interfaces) so that the proposed software can be integrated or extended seamlessly with newly developed systems in the future.

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.

NB:

- The proposed software server should be hosted in-premise facility of the University. However, These are required to be synchronized with cloud server as per the requirements of the University. Especially for examination branch a separate in-premise server (offline application server) is required with additional secondary server.

- Party may submit the quote against optional module under main module separately as mentioned above. For example, Onscreen evaluation is optional ones. The provision should be there; KKHSOU may or may not accept optional module(s).

Registrar

Krishna Kanta Handiqui State Open University

Annexure I

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

(Authorised Signatory)

(Seal and Signature)

Price Bid For UMS

SL No	Item	Amount (Rs)	Tax (Rs)	Total (Rs)
1	Admission and Examination Management Module			
2	Academic Module			
3	Online Learning Management Module			
4	Learning Material Digital Storage System			
5	Online Recruitment Module			
6	HR Management			
7	Finance Management Module			
8	Learner Support Service Management			
9	Study Centre Management			
10	Alumni Database & Portal Management			
11	SLM Management Module			
12	Purchase, Inventory & Asset Management			
13	Application Tracking System			
14	Paperless Office Automation Module			
15	Vehicle Management System			
16	Guest House Booking Management (optional)			
17	System Admin & Control Management			
18	Training Cost			
19	Onsite Support Cost (Three Years)			
20	Hosting Charges for One Year @ Data Centre / Cloud (Optional)			

*Optional modules will be decided by the University later. May not be required.

(Authorized Signatory of Party)   (Seal and Signature of Party)

Note: Price bid need to be submitted in the **official letterhead** of the party.