NETAJI SUBHAS INSTITUTE OF TECHNOLOGY

(Affiliated to University of Delhi)
An Autonomous Institute of Govt. of NCT of Delhi
Azad Hind Fauj Marg, Sector-3, Dwarka, New Delhi-110078
Phone No.+91-11-25099058, Fax No. +91-11-25099022
Website: http://www.nsit.ac.in

E-Tender Notice

Tender ID: 2016_NSIT_97398_1

Tender Enquiry No.	:	**94(50)/2015/CBIMS/D/NSIT**
Dated	:	**19/01/2016**
Due Date for Submission	:	**29/02/2016**

Online Tenders are invited under Two-Bid System through e-Procurement System of Govt. of NCT of Delhi from the reputed software development companies registered in India to develop, deploy and maintain a "**Cloud based Institute Management System**" for NSIT as per the Technical Specifications mentioned in **Request for Proposal** document available on Delhi Govt. E-Tender portal http://govtprocurement.delhi.gov.in.

Name of Work	Cloud based Institute Management System
Estimated Cost of the Work	N.A.
Earnest Money Deposit (EMD)	Rs.10,00,000/- (Rs. Ten Lakh only) (Refundable)
Date of Release of Tender	19/01/2016 at 5.00 PM
Last date and time for downloading of tender	19/02/2016 at 5.00 PM
Last date and time for online submission/ uploading of bids	29/02/2016 at 5.00 PM
Date and time for opening of Technical bids for Pre-qualification	01/03/2016 at 11.30 AM
Date and time for detailed evaluation of Technical Bid and opening of Financial bids of the technically qualified bidders	It will be announced on the above portal after Pre-qualification evaluation of technical bids and electronically to all qualified bidders.

Note: To participate in E-tendering process, the bidder has to register with Delhi Govt. portal at http://govtprocurement.delhi.gov.in.

Sd/-
Office In-Charge (Store & Purchase)

Request for Proposal

for

Cloud Based Institute Management System

Netaji Subhas Institute of Technology

Sector 3, Dwarka, New Delhi - 110078

Netaji Subhas Institute of Technology is a premier institute of higher technical education in India. It is an Autonomous Institution under Govt. of NCT of Delhi and affiliated to University of Delhi. At present, we have approximately 5000 students, 150 faculty members, and 500 staff members. Our campus is fully residential with a large number of amenities. We have planned to implement a user-friendly, secure, fast, and robust Cloud based Institute Management System covering all the activities of the institute.

Eligibility Criteria for Prequalification of Bidders

(1)   Bidder should be a registered company under the Indian Companies Act with at least 5 years of experience in implementing Educational Institute Management Software Solutions.

(2)   Bidder should be registered with the Service Tax Department and also carry a valid PAN number. Bidder must upload its Income Tax Return statement for the last three **Assessment Years** (i.e. 2013-14, 2014-15, 2015-16) and Service Tax Return for the period April 2015 to September 2015.

(3)   Bidder should have a minimum turnover of Rs. 1.0 Crore in average for last three **financial years** (i.e. 2012-13, 2013-14, 2014-15). The certificate as per the format given in Annexure - 4 is to be uploaded. Bidder must upload **Audited Financial Statements** for the mentioned three financial years.

(4)   Bidder should have successfully developed and deployed such management system for at least TWO educational institutions out of which one must be a reputed government institution (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India in the last five years. Bidder must upload client list with contact details for reference. Bidder must upload copies of work order and a satisfactory work completion certificate issued by competent authority of the client, for the same. *The completion certificate must clearly indicate the following: Name of work, Value of work done, the date of completion of work, nature of work, & That the work has been completed satisfactorily.*

(5)   Bidder should be maintaining or have maintained such management software system in at least TWO educational institutions out of which one must be a reputed government institution (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India in the last five years. Bidder must upload certificates / testimonials from these institutions to substantiate success in implementing such projects.

(6)   Bidder should have executed successfully one single contract worth Rs. 30 Lakhs from similar assignments during the last five years in any of the reputed government institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India. Bidder must upload work order and satisfactory completion certificate in support of his claim.

(7)   Bidder should have its own software development facility and should have experience in developing and implementing customized educational institute management software without direct / indirect involvement of any third party.

(8)   Bidder must have a minimum strength of 25 technically qualified (B. Tech / M. C. A.) professionals as on 01.01.2016 on its rolls at its development facility. Bidder must upload relevant documents for its claim.

(9)   Bidder should not participate in this tender as a reseller, authorized vendor or as a consortium partner.

(10)   Bidder should not have been blacklisted for any reason by any government institution / department in the past three years.

Date & Seal   Name and Signature of the competent

                                                authority of the Bidder

Terms & Conditions

The Bidder is expected to read and examine all the Terms & Conditions, specifications and instructions, in this RFP Document with full understanding of their implications. Failure to furnish all information required for submission of a bid that is not substantially responsive in every respect, will be at the Bidder's own risk and may result in outright rejection of the bid.

(1) **Tender Participation Fee:** There is **no** Tender Participation Fee. Tender document may be downloaded from procurement website of Government of NCT of Delhi https://govtprocurement.delhi.gov.in or institute website http://www.nsit.ac.in.

(2) **Two Bid System:** The bid must be uploaded in two parts comprising **Technical Bid & Financial Bid**.

    a) The **Technical bid** will comprise of

        i. proof of submission of Bid Security,

        ii. self-attested copies of the documents in support of bidder's claim for all the points covered under Minimum Eligibility Criterion for Prequalification of Bidders, and Technical Evaluation process mentioned in this RFP document and

        iii. signed and stamped all Annexures (**except Annexure 3 i.e. Financial Bid**) available at the end of this RFP document.

    The technical bid should not contain any indication of the price.

    b) The **Financial Bid** shall only contain the basic price offered. Sample Format of Financial Bid is provided in **Annexure – 3**. No price/charges should be mentioned indirectly or under any other heading/note.

The **Technical bid** will be opened on the date of tender opening for **Pre-qualification of Bidders**. Bidders who successfully qualify this stage will be called for **detailed Technical Evaluation** of their bids and the **Financial Bid** will be opened after evaluation of **Technical bid**. The date, time and venue for detailed Technical Evaluation and Financial Bid opening will be intimated electronically to the bidders who qualify the Pre-qualification stage.

(3) **Bid Security:** The Bid Security (i.e. Earnest Money Deposit EMD) of **Rs. 10,00,000/-** (Rupees Ten lakh only) must be deposited in the following **Bank Account of NSIT**, through NEFT/RTGS mode:

Account Name	NSIT EMD
Account Number	133010029900005
Name of Bank	Andhra Bank
IFSC Code	ANDB0001330
MICR Code	110011034
Bank Address	NSIT Branch, NSIT Campus, Sector-3, Dwarka, New Delhi 110078

    a) Proof of submission of Bid Security should be uploaded along with Technical Bid documents.

    b) Offers without Bid Security will not be considered.

c) No interest will be paid on the Bid Security.

d) Bid security of the unsuccessful bidders shall be returned to them at the earliest after expiry of the bid validity and latest on or before the 30th working day after the award of the work. So as to get refund of the Bid Security, all the bidder will provide their bank account details along with their Bid in the format mentioned in Point 24 of this section (Terms & Conditions).

e) The Bid Security shall be forfeited, (i) if a Bidder withdraws its bid during the period of bid validity; or (ii) if a Bidder makes any statement or uploads any form which turns out to be false, incorrect and / or misleading at any time and / or conceals or suppresses material information; or (iii) in case of the successful Bidder, if the Bidder fails to sign the agreement or to furnish performance guarantee within the specified time period as given in this RFP.

(4) **Format for Bid's documents:** The bid shall be uploaded only in the format given in various Annexures attached with this document and **all the pages of the Bid Document should be signed by an authorized person.** All pages of the Bid Documents shall be numbered and the first page shall be the Table of Contents (as per format available in Annexure - 1 to this bid document) and the last page shall be the declaration certificate (as per format available in Annexure - 8). The bidder must attach the suitable supporting document for all the claims made. All the pages of the bid shall be signed and stamped.

(5) **Bid Submission:** The bid documents shall be available for download from procurement website of Government of NCT of Delhi https://govtprocurement.delhi.gov.in and institute website http://www.nsit.ac.in. However, submission of the bids shall be only on https://govtprocurement.delhi.gov.in.

The Bidder will upload the scanned copies (pdf) of all pages of Part – I (Technical bid) as per the checklist available in Annexure – 1 of this RFP document and Part – II (FINANCIAL BID) must be uploaded in the Excel File format provided in Bill of Quantity (BoQ) document available with Bid document on this website.

However, Originals of all documents uploaded for the Technical Bid must be produced before NSIT authorities for verification at the time of Technical Bid Evaluation.

To participate in the tendering process through Delhi Government procurement website, the Bidder has to register with Delhi E-Governance Society and must have a valid Digital Signature Certificate issued by Government approved Certifying Authority.

Bidder shall upload their offer in electronic format on the above mentioned website only on or before the schedule date and time as mentioned in RFP. No offer in physical form will be accepted and any such offer, if received by NSIT will be out rightly rejected.

(6) **Validity of the Offer:** The Offer shall be valid for 120 days from the date of opening of the quotation.

(7) **Amendment in RFP:** At any time up to the last date of receipt of Bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the RFP document by an amendment. The amendment will be notified on the website only and the same shall be binding on Bidders. The Institute may, at its discretion, extend the last date for the receipt of Bids.

(8) Clarification of bids: During opening or evaluation, the institute may at its discretion, seek any required clarification from the bidders. However, no change in prices or substance of the bid shall be sought, offered or permitted. If the bid is not substantially responsive, it will be rejected by the institute. Bidder will not be permitted under any circumstances to modify their bids to make them responsive by correction of any non-conformity. Unsigned communications / bids will not be accepted and will be rejected summarily.

(9) Existing Product Demonstration: The bidders will have to demonstrate meeting of the majority of functional requirements of NSIT, New Delhi through any of their existing software product.

(10) Bid Evaluation: Evaluation of the Bids shall be made strictly in terms of provisions and criteria disclosed in this bidding document. Notwithstanding the above, the institute reserves the right to accept or reject any quotation, cancel the bidding process and reject all quotations at any time prior to the award of the contract.

(11) Bid Disqualification: The proposal will be disqualified in the following cases:

i. Proposal not uploaded in accordance with instructions provided in this document.

ii. Proposal is uploaded in incomplete form.

iii. Proposal is uploaded after due date and time.

iv. Uploaded proposal does not have all requisite supporting documents.

v. Financial proposal is uploaded in the documents containing technical proposal.

vi. **Financial proposal is not uploaded in BOQ Excel File format** available in Bid Documents available on eProcurement website.

vii. Bidder fails to deposit the Bid Security or fails to upload the scanned copy of receipt of submission of Bid Security or fails to submit Performance Security Bank Guarantee with specified period of issue of letter of intent or fails to enter into a contract within specified date of notice of award of contract or within such extended period, as may be specified by Institute.

(12) Prices: The price shall include **Design, Development, Installation, Deployment, Testing, Existing physical raw data entry, Maintenance, Regular Backup, Bug fixing, Feature Enhancements, Upgrades, Functional and Onsite Technical training of NSIT personnel, and Complete Support inclusive of 1 Year warranty after handholding**. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted *in FINANCIAL BID* as per the Price Format available in Annexure-3 *which must be uploaded in the Excel File format provided in Bill of Quantity (BoQ) document available with Bid document on this website. Bidder must* note of the following:

a. All costs should be given in INR both in Figures and Words. All payments will be made in INR only.

b. **The rates quoted in Financial Bid should be inclusive of all charges except for Service Tax. Service Tax, as applicable, will be charged separately by the service provider. NSIT will reimburse the same on production of documentary evidence of having remitted it by the service provider to the credit of the Government.**

c. *Bidder must specify the AMC amount for Five years. **For the purpose of financial bid evaluation, this component will be included.** However, this will be payable after expiry of one-*

year warranty period on quarterly basis after completion of each quarter on satisfactory performance of the vendor.

(13) Time Frame and Delivery Schedule: The total project is to be completed within 01 (One) year after award of contract. During this period, advisable maximum period of completion of various components are: **03 (THREE) months for preparation of SRS document**, **06 (SIX) months for design, development and customization and 03 (THREE) months for testing, installation and training. The bidder will submit the monthly progress report to the institute**. If the institute observes that the Vendor is not following the above mentioned time schedule strictly, Vendor may be warned and / or penalized for the delay as decided by institute authorities and the same will be binding on the vendor. Also, the Director reserves the right to cancel the purchase order if the Bidder fails to comply with the schedules without any notice and Bid Security and / or Performance Security in any form will be forfeited.

(14) System Acceptance: After successful deployment of the system by the vendor, Acceptance Procedure for the Application Software will include the following, a plan for which will have to be submitted by the bidder.

a) Functional Tests

b) Resilience Tests

c) Benchmark comparisons including load testing

d) Operational Tests

e) Any other tests/evaluation criteria that NSIT may specify.

The Final Acceptance testing will include testing of the application through live functionality. The User Acceptance Tests for the Application Software will be carried out at NSIT. System acceptance certificate will be issued by the institute on the satisfactory report of a committee as constituted by the Director for this purpose. The committee will be free to observe the system's functionality for a period as it may feel deemed fit and vendor will have no objection to it.

(15) Warranty: Warranty of 01 (one) year after handholding (the date on which the institute takes over the software after complete testing) is mandatory. There shall be AMC of minimum 05 (FIVE) years after the expiry of warranty. If the deployment and testing of the software is completed and the institute takes over well before the stipulated period of one year, the AMC shall be extended on prorata till completion of the initial project period i.e., 7 years. **During Warranty, the vendor is liable to implement the changes in the software required (bug rectification, or upgrades or addition of new functionalities etc. as the case may be) in the system without any extra charges. Failure to comply with this clause may lead to cancellation of the contract and forfeiture of Performance security of the vendor.**

(16) AMC: Comprehensive AMC, i.e. after completion of warranty period, shall be quoted for subsequent 05 (FIVE) years. However, the institute reserves the right whether to enter into AMC or not. The payment towards AMC will be made by NSIT quarterly on completion of a quarter after satisfactory performance of the vendor. **During AMC, the vendor is liable to implement the changes in the software required (bug rectification, or upgrades or addition of new functionalities etc. as the case may be) in the system without any extra charges. Failure to comply with this clause may lead to cancellation of the contract and forfeiture of Performance security of the vendor.**

(17) Performance Security: Within 15 days of the receipt of **Letter of Intent**, the successful Bidder must deposit a **Performance Security** of an amount equivalent to **10%** of the total order value (**including AMC**) in form of a FD / Bank Guarantee (in the format provided in Annexure-6) from a scheduled Bank in favour of NSIT. Failure of the successful Bidder to comply with this requirement will constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event the Institute may make the award to the next lowest evaluated Bidder or call for new bids. Performance Security will remain valid for a period of 60 (sixty) days beyond the date of completion of the initial project period i.e., 7 years.

(18) Service Level Agreement: Selected bidder will have to sign a SLA (Service Level Agreement) with the institute for development, deployment, functioning of software, Onsite training of the NSIT faculty, staff & other users, updating the software, periodical backup of data for initial period of SEVEN years (1-year development and installation + 1-year warranty + 5-years AMC). An agreement shall be signed between NSIT, New Delhi and the successful bidder regarding Pre requisite / site preparation (Hardware / system software / networking / manpower requirements), Warranty, License agreement, Source Code, Installation & Onsite Training, Time Schedule, Payment Terms, Penalty Clause, Maximum permissible downtime, Facilities Required for Vendor, AMC Charges etc. **Detailed SLA document will be prepared by the bidder on the basis of Annexure -7 and uploaded along with its technical bid documents.**

(19) Single Point of Contact: The total project development should be handled by a single head, specifically the Project Manager, who shall be the single point of contact for the institute.

(20) Physical Data Entry: The initial raw data available in physical form across various records of the institute has to be entered in the new system by the Vendor.

(21) Source Code, Project Design Documents, and Manuals: The vendor shall provide the following on regular intervals:

   (i)   Detailed System Requirement Specification Document (SRS)

   (ii)   Administrator's Technical Manual: This manual shall provide a detailed description of:

> ➢ Module design and module Architecture in used in the solution.
>
> ➢ Details of data base including data base design and objects
>
> ➢ System flow and system diagrams
>
> ➢ Application development platform

   (iii)   Operator's Manual: This manual shall provide a detailed, operational description of all the components of the solution and shall include the application flow showing the various operating instructions.

   (iv)   Installation Manual and Documentation: The installation manual shall consist of a section that describes the proper installation procedures for Hardware, System software, Application software etc.

   (v)   Database recovery Manual and Documentation: This manual shall describe detailed procedures to recover the database in case of failure.

   (vi)   Fully functional, detailed and latest version of the source code of the solution.

(vii)   Any other Manual or Documentation useful for the user in operating, maintaining, transferring and/or administration of the solution.

(22) Inspection, Periodic Monitoring and Review: The institute reserves the right to inspect the firm for a reasonable certification by a competent agency as per the GOI / Industry norms and for the claims made by the agency in their bidding documents. The work and progress of the work shall be periodically monitored and reviewed by the Institute.

(23) Training: The vendor has to provide general training to all users of NSIT, New Delhi on the institute premises. Exclusive Onsite Training to NSIT staff members, as decided by Director, NSIT, on the IMS for day to day management is the responsibility of the bidder.

(24) Customer Support: The bidder has to provide onsite support for a period of **minimum 3 months** beyond the development, installation, customization, and training period by deploying its technical manpower at institute's premises. However, during remaining warranty period and AMC period, online support from 8:00 A.M. to 8:00 P.M. (Monday to Saturday) must be provided. In case of failure to fix problems in online mode, on-site visit is bidder's responsibility.

(25) Payment: No part payment will be released before the successful deployment of the system and acceptance of the same by the institute. **75% of the payment mentioned against S. No. 1 of the Financial Bid** will be released by the institute against the Bill raised for the same by the vendor within 01 (ONE) month of successful deployment of the system and acceptance of the same by the institute and rest **25% of the payment mentioned against S. No. 1 of the Financial Bid** will be released after **03 (THREE) months** on successful running of the system as acceptable to institute. All the payments to the successful Bidder shall be made invariably through Electronic Fund Transfer (ECS/RTGS/NEFT) into their designated bank accounts. Therefore, the bidder will provide their bank account details along with their Bid in the format given in **Annexure 5**.

(26) Queries and Clarification: The queries and clarification for this RFP must be addressed to "Coordinator CIMS, Room No. 124, Block 5, NSIT, New Delhi" and the same must be sent through e-mail (khushil.nsit@gmail.com) / Fax, in the following format:

S. No.	Clause no. (as per RFP)	Your interpretation	Clarification sought from Institute

(27) Right to Accept/Reject Bids: The Institute reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any stage, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for such action.

(28) Confidentiality: The Bidder and their personnel shall not, either during the term or after expiration of this work order, disclose any proprietary or confidential information relating to the services, agreement or the Institutes business or operations without the prior written consent.

(29) Corrupt or Fraudulent practices: The bidders shall observe the highest standard of ethics during the whole transaction. Contrary to the above the offer will be rejected for award of contract and Bidders will be declared as ineligible even for further period as deemed fit by the Institute.

(30) Liquidated damages: In case, the concerned vendor fails to follow the SLA or fails to complete the work as per the schedule and the agreement thereof or repudiates the contract at any time, NSIT without prejudice to any other right or remedy available may recover from the concerned vendor a

sum ascertained and agreed as liquidated damages at the rate of 0.5% per week of delay on the value of work excluding the AMC cost.

(31) **Suspension:** The Institute may, by a 01 (one) month written notice of suspension to the Bidder, suspend all payments to the Bidder under the work order, if the Bidder fails to perform any of its obligations under the work order / agreement, (including the carrying out of the services).

(32) **Termination of Work Order:** The Institute may, without prejudice to any other remedy for breach of agreement, terminate the work order in whole or in part, by a 01 (one) month written notice of default sent to the Bidder, and the performance guarantee shall stand forfeited if,

   i.   The Bidder 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 Institute.

   ii. The Bidder 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.

   iii. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.

(33) **Termination for Insolvency:** The Institute may at any time terminate the work order by giving 01 (one) month written notice to the Bidder without compensation, if the Bidder becomes bankrupt / insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued thereafter to the Institute.

(34) **Force Majeure:** During the pendency of the service agreement if the performance in whole or part thereof, by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including breakdown of equipment beyond their reasonable control, neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy. However, if progress of work is suspended by force majeure conditions lasting for more than two months, NSIT Authority shall have the option of cancelling the contract in whole or part thereof at its discretion.

(35) **Arbitration:** All disputes, differences, claims and demands arising under or pursuant to or touching the agreement shall be referred to the sole arbitrator to be appointed by the Institute. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1996 or by statutory modification / re-enactment thereof for the time being in force. Such arbitration shall be held at New Delhi. It is clarified that Civil court shall have no jurisdiction to entertain any such disputes.

(36) **Jurisdiction of Courts:** In all matters and disputes arising hereunder, the appropriate Courts at New Delhi only shall have jurisdiction to entertain and try them only after the failure of arbitration process, if any.

(37) Indemnity: The concerned vendor shall always keep NSIT indemnified of any action/damages or other legal proceedings and liabilities that may arise directly or indirectly on NSIT with respect to the services provided by the concerned vendor to NSIT. Such liability of the concerned vendor shall always survive irrespective of the duration of any agreement made with the concerned vendor.

Date & Seal
<div align="right">

Name and Signature of the competent

authority of the Bidder
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Technical Specifications

NSIT, New Delhi desires to procure a **Web based e-Governance Institute Management System (IMS)** for computerization of all academic, administrative and other activities of the institute so that eco-friendly paperless processing gets implemented. Proposed system must capture the entire workflow and processes of the institute. Complete lifecycle of Faculty, Employee, Student (UG and PG) and Institute must be covered in the implemented system. The system must provide secure, accurate and timely information to users at all levels for better information and decision making. Further, the institute expects that the software is fully functional for a period of 10 years and to this extent, the Bidder is expected to give an undertaking for its life span. IMS must have following features:

- ❖ 100% Web (Internet / Intranet) based Institute Management System deployed on a Cloud Platform in a Tier 4 Data Center located in India.

- ❖ 100% synchronized Mirror of the complete system is to be maintained at another Data Centre (Tier 3) located in another city in India.

- ❖ Regular backup of the complete database and application software is to be maintained at a local server in NSIT also. NSIT will provide hardware as specified by vendor. There must be Complete protection against any kind of data losses.

- ❖ 100% Free and Open Source Technologies to be used for Operating System, Database, Development Platform.

- ❖ **Scalable to handle 15,000 students, 500 faculty members and 3,000 staff members.**

- ❖ Compatible with major popular web browsers- Microsoft Edge, Firefox, Chrome, Safari, Opera etc.

- ❖ Access of the system through Android, Apple and Windows Mobile applications which will be delivered as integral part of the Project.

- ❖ Integration of Online Payment Gateway (BillDesk presently, others may be added at a later stage)

- ❖ Facility of Auto SMS and Email Alerts on important transaction executions.

- ❖ Facility to collect Feedback / Acknowledgments through Web portal, Email, SMS, and Mobile app.

- ❖ Inbuilt support for RFID technology, Biometric for Attendance Monitoring, and Digital Signature.

- ❖ Fully integrated multi-user system with full protection against unauthorized access (only the concerned authority or user should see the relevant data); access permission at all levels; role based authentication and access at various levels such as application, module, form and fields.

- ❖ All activities must be based on single login per user.

- ❖ Role assignment should be many to many i.e. One role can be given to more than one users and a user can have more than one roles.

- ❖ Sub user creation facility for each user i.e. every user can add a sub user and assign some or all of his functionalities assigned to him.

- ❖ Switch user facility for each user so that they can switch to another user account in read only mode who is reporting to him.

- ❖ Task creation, assignment and review. Anyone can assign task to someone and do review of it. All track of review should be maintained.

- ❖ Login may be done through various methods depending on the criticality of the operations. Apart from normal Password and captcha, system should support biometric device, digital signature from case to case. There must be a facility to have login fixed with some specific machines only. Support of double password system: one which is used at the time of login and other is used during critical transaction after login.

- ❖ Login based user Dashboards should be made available for all users of the system (viz. Faculty Members, Institute's other employees, Students, Alumni, Parents of Students etc.). User's complete profile should be accessible within the account. User should be able to edit / update the editable parameters of his profile.

- ❖ Global Login for all modules: There should be common login window for all type of users.

- ❖ Proposed management system must be developed on a Service Oriented Architecture. Users should be able to receive all possible services offered by different departments / sections / units of the institute through their account only. Digitally signed reports / letters / orders / certificates / notices etc. issued by the institute authorities for them should be viewable and downloadable in printable format from their login account only.

- ❖ Resetting before expiry of session: An alert message should come before expiry of the session and the user should be able to increase the time by resetting it.

- ❖ Convenient and Fixed place for messages and other important buttons like save, print, submit, import, export, back, forward etc.

- ❖ Meeting scheduling and taking entry of minutes of meeting. Any user should be able to schedule their meeting, and intimate the participants about it through SMS and Email. After meeting, facility should be there to enter the minutes and inform the desired users including the participants.

- ❖ Signing document digitally: any document can be signed digitally through browser or specific PC.

- ❖ Unique Report ID along with the provision of bar code printing on the report.

- ❖ Upload order, circulars, what's new, news on portal. In case of news and what's new, color of the text can be set through system. Facility should be there for configuring of timing for which the uploaded document will be active.

- ❖ All orders and reports generated by system, like transfer order, promotion order, sanctions order, should be maintained in print state and never be changed. Systems should provide an interface through which either entering the order id or through barcoded scanner, report can be viewed as per access.

- ❖ Auto Data archiving system.

- ❖ Standard format file used for bulk data migration (uploading / downloading), like Excel, CSV etc.

- ❖ Remote access in a secure and authenticated way when the faculty and students are away from the institute.

- ❖ System should be available 24x7.

❖ Technical Help Manual of all modules of the system must be available ONLINE in the system. Every option in the software/module should have context sensitive help available for the user while the software is in use.

Above points just provides an overview of the minimum desired features in the proposed Web based system that should not only enable and ensure the entry of correct data in real time but the system required that it should invariably be used even by the not so diligent people, keeping the security of the system intact. **If the institute wishes to have some special features in the system at any stage of the life of project, the vendor has to provide that without any extra charges.** In-Toto, **Vendor is expected to deliver a product that will be rich in state-of-art features available in such management systems.**

NSIT would engage the vendor on a managed services model for a period of five years after one-year warranty period from the date of go-live. In particular, the vendor must provide IMS software, installation, commissioning, physical raw data entry, maintenance, regular backup, and complete support for a period of five years after one-year warranty period from the date of go-live. NSIT expects the complete system to go live in 12 months after the order has been awarded. Managed services will also include providing bug fixing, enhancements, upgrades, functional and technical onsite training of NSIT personnel, and other related activities. The vendor will take the end-to-end ownership as a single point contact to ensure smooth functioning of the IT operations by providing requisite resources.

The following sections provide the overview of functionalities of various modules of the IMS. **However, the bidder has to undertake study of NSIT User requirements and develop IMS accordingly. NSIT IMS will have broadly following major modules, however the system must have provision to create new modules and sub modules**:

1. **Institute Administration**
   - Directorate Management
   - Registrar Functional Management
   - Deans Functional Management
   - Human Resource Management

2. **Academics**
   - Student Academic Management
   - Academic Audit Management
   - Department Activity Management
   - Training and Placement Management

3. **Finance & Accounts**

4. **Procurement & Distribution**

5. **Central Facilities**
   - Library Management
   - Hostel Management
   - Health Management

- Guest House

- Special Central Facilities Management

6. **Engineering & Maintenance Cell**

7. **CIMS Web-portal and Website Administration**

- Institute Website and Mobile Applications Management

- Integration, Security & Backup

- Workflow (Business Process) Management

- Document Management

Tentative Functionality Description of IMS Modules / sub-modules

Module 1: Institute Administration

Sub-module 1.1: Directorate Management
- Deans, HODs and Other Nominations

- Director Tour Management

- Board of Governors: Constitution, Meeting Schedules and Minutes

- Finance Committee: Constitution, Meeting Schedules and Minutes

- Building Works Committee: Constitution, Meeting Schedules and Minutes

- Senate Meetings and Minutes

- Council of Academic Affairs Meetings and Minutes

- Mandatory information management

- Internal meetings and minutes

Sub-module 1.2: Registrar Functional Management
- Board of Governors: Constitution, Meeting Schedules and Minutes

- Finance Committee: Constitution, Meeting Schedules and Minutes

- Building Works Committee: Constitution, Meeting Schedules and Minutes

- Senate Meetings and Minutes

- Documents Storage and Retrieval System

- Estate Management

- Institute Vehicle management

- Non-teaching Leave management

- Non-teaching staff promotions

- Non-teaching Grievances Management

- Vigilance Management

- Public Grievances & RTI Management

- Outsourcing Services Management — Security, Sanitary, Gardening, Campus maintenance, Vehicle hiring

- Mandatory disclosure data preparation

Sub-module 1.3: Deans-Administrative and Advisory Management

- **Academic:** Admissions, Senate, Endowment Award Management, Institute Annual day, Convocation, Academic Audit, Accreditation, Credit Transfer Guidelines, Student interns, Scholarships, Class time tables, Class room allotment, Examinations and Results, BOS Meetings and minutes

- **Research and Consultancy:** Research proposal recommendations, Research project management, Consultancy project management, Research Fellows management, Research Seed Grants, Stores Purchase Committee, Student technical events management

- **Planning and Development:** Campus site Management, Budget proposals and utilization, Developmental Proposals, Institute Master Plan preparation and monitoring, Annual Report Preparation, Proposals for new programs, Continuing Education Programs

- **Faculty Welfare:** CPDA management, Faculty Deputation, Faculty grievances, Faculty Recruitment Application Management

- **Student Welfare:** Students clubs and Associations, Student Council, SAC Management, Student Discipline and non-academic grievances, Students Counselling, Student Extra-Curricular Activities, Parent interaction / Communications, Alumni data management, International Academic / Research MOUs, Student International Internships, Faculty and Student international mobility, Sports Activities

Sub-module 1.4: Human Resource Management

- Establishment: Institute Governance, Promotions, PF – GPF, and CPF, Advances and Recovery

- Faculty and Staff Recruitment: Maintenance of Roster, Online / Offline Application Process, Recruitment and Promotions

- Internal Quality Assessment Cell

- Retirement Related work, Pension: Monthly Payment Calculations, NPS, Arrears

- Service Book Maintenance: Leave Records, Vacations, EL Computations

- Paperless Leave Processing: Casual Leave / Earned Leave / Medical Leave / Maternity Leave Paternity Leave / Child Care Leave, EOL, Tracking of Normal Applications, Special Casual Leave and on-duty, Deputation, Lien, Sabbatical Leave

- Pay Fixation and Increments: Pay Fixation, arrears Computation, Annual Increment, Pay Slip Generation

- Medical: Health Records, Insurance and Reimbursements

- Cumulative Professional Development Allowance (CPDA) and other allowances

- LTC

- Non-teaching Staff Transfer Record Maintenance

- Orders, Restricted Notices and Circulars

- Faculty and Staff grievances

- Dispatch Register Maintenance – Inward and Outward Movement

- Confidential Reports

- Self-Appraisal Forms

- Annual Report Data Generation

Module 2: Academics

Sub-module 2.1: Student Academic Management

- Admission: Admission Data creation

- Student Database Management: Student Record Maintenance

- Fee Payment: Admission time fee collection, Semester fee, Examination fee, arrears and fines, fee alerts, Payment Gateway Integration, Challan generation.

- Registration: Course Registration at the beginning of each semester, Day Scholar Permissions

- Academic: Student roll list, Backlog student, Attendance maintenance, attendance shortage alerts, Class Time table creation

- Examination: Examination Time Table, Examination Seating Plan, Results processing, Backlog data, Grade reports, consolidated Grade Sheet, Provisional Degree Certificate, Transfer, Migration and Study Certificate, Convocation List, Degree Certificate

- Scholarship Management: Institute Scholarship Processing, Student Aid Fund Management, Outside Scholarship - Application processing and disbursement, Loan Request

- PG/PhD Stipend Management: Eligibility, monthly Stipend calculation, Leave management

- Mentoring and Counselling

- Parent's Registration to Access Attendance, Results, Notices

- Examination Malpractices, General Indiscipline, Punishments and Fines

- Event Management

- Annual Report Data Generation

- Request formats for Certificates – Transfer, Migration and Study Certificate, Custodian, Study Loan Estimation, Course Completion

- SMS / Email alerts

Sub-module 2.2: Academic Audit Management

- Class review committee constitution - reporting -- consolidation of comments

- Student feedback collection and consolidation – Course-end and exit

- Alumni feedback collection and program wise consolidation
- Question paper analysis and reporting
- Computation of program / course outcome attainments
- Academic Audit Reporting
- Remedial action taken Report generation
- Conduct of curricular development workshops

Sub-module 2.3: Department Activity Management
- People Management
- Program Curriculum management
- Laboratory Facilities Management
- Attendance and examination management
- PG/PhD Student Attendance and Progress
- Departmental Academic management
- Department website maintenance
- Course Delivery, e-content management
- Technical Associations
- Department budget and procurement
- Equipment and Consumable procurement management
- EMD returns
- Equipment AMC management
- R&D projects - Proposals, fund management, report generation
- Consultancy projects - proposals, fund management
- CEP (FDP/EDP) proposals, application process, fund management, report generation
- Registers - Maintenance of Purchase Register, Stock Register and Asset Register
- UC Requests
- Equipment Obsolescence -- write off
- Department Office Management
  - Faculty, staff and students leave register maintenance
  - Faculty On duty, SCL, and other duties
  - Faculty CPDA
  - Faculty / staff deputations
  - Dispatch Register maintenance

- Annual Report Data Generation

Sub-module 2.4: Training and Placement Management

- Registration
- Career Guidance and Schedule of training programs
- Online Applications for New Jobs, Selections
- Dream and Super-Dream Opportunities
- Report Generation - Placement Reports, CTC Reports
- Databank of Companies and their Contacts
- Employer Feedback Reports
- Educational and Industrial Tours Management

Module 3: Accounts & Finance

- Budget Estimates:
  - Plan and Non Plan Grants
  - Internal Budget Proposals
  - Budget Estimates, Revised Budget Estimation
  - Internal Budget Allocation
- Salary disbursement: Monthly Computation of Salary, Arrears Payment, Income Tax Computation - recovery and transfer to Income Tax, Form16, Loans and Recovery, PF Statement Generation
- Outsource Service and payments - Contract Payments — EPF, ESI
- Daily wage and Consolidated Workers Payments – PF, Insurance
- Fee Collection: Student Fee payment updation – Report Generation
- Student Scholarship payments
- Refunds – EMD, Caution Deposits, Reimbursements
- Processing of UCs
- Advances:
  - Permanent Advances - Payment, Bill Processing
  - Temporary Advances - Approvals, Sanction, Adjustment
  - Other Advances - Approvals, Sanction, Adjustment
  - Sanction, Bills processing
  - Travel Advances / Reimbursement - Approvals, Sanction, Online payment / Adjustment
- Third Party Bill Processing

- o Equipment Purchase Bills – Payment approvals, Online Transfer
- o Infrastructure - Construction / Maintenance / Repairs: Bill Processing, Payment approvals, Online Transfer
- o Maintenance Contract Payments – Equipment AMC, Service Contracts, Payment approvals, Online Transfer
- Internal Auditing
- External Auditing
- Creation and Utilization of Budget Heads
- R & D Projects — Fund Maintenance
- Consultancy Projects – Fund Maintenance (TDS, Service Tax, etc.)
- Continuing Education Programs - Fund Maintenance
- Student Scholarships / Stipend Payments
- Cash Books and Ledger Maintenance
- Bank Deposits / Transfers and Reconciliation
- Cash and Cheque Payments
- Maintenance of Corpus Fund Accounts
- Reports
  - o General Accounting
  - o Final Accounting Statements
- Integration with Tally (latest version)
- Annual Report Data Generation

Module 4: Procurement & Distribution Management

- Fundamental Principles in Public Buying
  - o Related laws and rule position issued by Government in the form of GFRs and Guidelines framed by CVC and other bodies
  - o Institute Procurement Rules and procedures
  - o Various Formats in use at NSIT
  - o Powers of Competent Financial Authority
- Procurement Management
- Rate Contract for Consumables and Capital Equipment
- Equipment Import Management
- Utilization of Central Excise and Concessional Customs Duty Exemption issued by DSIR under 10/97 and 51/96 issued by GOI and as amended from time to time.

- Inventory Management

- Stores / Distribution Management

- Stores Accounting & Record Keeping

- AMCs — Processing, Award of Contracts, Terms, Penalties, Renewals

- Procurement of stationery and printing

- Asset Register - Maintenance, Integration with Departmental Asset Registers

- Annual Stock Verification

  - Equipment and Furniture

  - Books

- Removal of Obsolescence

  - Write Off, Condemnation and Disposal of Assets

- Maintenance of Purchase Records by Central Stores

- Annual Report Data Generation

Module 5: Central Facilities

Sub-module 5.1: Library Management
- Integration with existing library management software e-Granthalaya

- Library budget (Budget Receipt, Budget Allocation, Budget Utilization) and equipment procurement (Order / Receipt/ Payment, Purchase Statement, Supplier wise Statement)

- Books, Journals and Periodical Procurement

- Library Log register maintenance, E-Gate - Check In / Out, Gate Register Entry, Month wise Summary, Date wise Summary, Frequent Visitors, Long Stayers, Member Log

- Book bank management

Sub-module 5.2: Hostel Management
- Hostel administration — Chief Warden, Hall Wardens and Student Committees.

- Student Record Maintenance

- Student Room allotment

- Student welfare and health care

- Hostel Stores maintenance

- Student grievances – Hostel / Mess

- Hostel Budget and Procurement

- Hostel Maintenance and Mess Bill payments, etc.

- Hostel and Mess Maintenance and Purchases

- Mess outsourcing – Contract agreement, payments, EPF, ESI

- Hostel Auditing

- Hostel Employees — Salary payments, Service details

- Mess Management and Daily rate calculation

- HAC / HEC activity management

Sub-module 5.3: Health Management

- Medical Officers Full Time Doctors Profiles, Part Time and Visiting Specialists' Schedules

- Master Records - Creation of Master Record of students, Employees & their Family members

- Emergency Services Management

- On line OPD Management

- Medical History Management

- Medical Equipment - Procurement and Maintenance, Stock Register

- Pharmacy – Outsourcing management – Reconciliation

- Health Camps - Schedules

- Ambulance — Requirements, Movement Register

- Health Insurance – Referrals, List of Hospitals, Cashless Treatments

- Medical Certificates

- Medical bill reimbursement – Staff and Students

- Reports: Students Needing Attention, High Risk Patients Monitoring, Regular check-up Reminders, Blood Group List, Disease-wise List of Patients, Immunization Schedules for Children

Sub-module 5.4: Guest House Management

- Room Booking and Allotment Management, Room Rent and Comprehensive Bill Preparation

- Rooms Maintenance – General Purchases

- Outsourcing Services – Award of Contracts, Billing

- Monthly Status Report Generation

Sub-module 5.5: Special Central Facilities Management

- Computer Centre

- FDP

- Centre for ICT

- Industry-Institute Interaction Cell

- Centre for Innovation and Incubation
- CEDT

Module 6: Engineering & Maintenance Cell

- Campus Facility Management - Infrastructure Maintenance – Civil
- Campus Electrical maintenance – Energy auditing
- Maintenance complaints – Tracking and Action Taken Reports
- New Building Proposals, Architectural Details, Estimates and Budgeting
- Proposals to BWC
- Estimates and Approvals
- Tendering and Work Allotment
- EMD returns
- Estate Management
- Shops and Establishments – Agreements
- Quarters Allotment Management
- Processing of Bills – Payment Recommendations

Module 7: CIMS Web-portal and Institute Website Administration

Sub-module 7.1: Institute Website management

- Fully Dynamic IMS Website
- Organizational Chart – Service Rules and Regulations
- Mandatory disclosure information
- Administration – People and Responsibilities
- Departmental Web Portals
- People -- Faculty, Officers & Staff, Students & Alumni
- Central facilities – Library, Computer Center, Health unit, Hostel, Sports, Bank & Post office,
- Shops and Establishments
- Employee Welfare Associations
- Procurement Tender Notices
- Achievements, Awards, International Collaborations, Endowments & Donations
- Events — Students' Events, Conference, Seminars, Sports Meet, Convocation, Cultural
- Activities

- Photo Gallery

- Examination Time Table & Results

- Training and Placement

- News Room, E-magazine & Forum, Contact us, Web master

- Alumni Registration, Search, Events, Notices, Transcripts Request

- Academic Genuineness Request Management

- Feedback Management – Course-end, Exit, Parent, Alumni and Employer feedback collection and consolidation

Sub-module 7.2: Integration, Security & Backup

- A fully integrated IMS with all modules interlinked & should avoid duplication of work.

- Smart Card / Bio-metric based security & Encrypted password for User login.

- IP address authentication for User login for critical applications.

- Role based access to various Users, Automatic monitoring, Log file creation of all user transactions, Archiving of Log files

- Backup through disk mirroring, backup server & backup on other machines & CD

Sub-module 7.3: Workflow (Business Process) Management

- Process Designer

- Electronic Form Designer

- Output Document Builder: Automation of tasks of letter writing / email notices

- Rules Engine

- Document Routing

- Invocation of Applications to view and manipulate data

- Electronic workflow approvals following the institute rules

- Automatic updation of corresponding data in relevant sections

- User management- Creates roles, groups, departments

- User level Worklists

- Tracking the progress of initiated requests, submitting reminders for initiated requests

- Logging of activities, archiving of logs

Sub-module 7.4: Document Management

- Support for Scanned Paper documents (PDFs, and Images etc), Emails, and Electronic Documents (DOC, Excel, and PDF etc.)

- Storage in central repository with configurable permission and access

- Simultaneous Multiple user access

- Controlled Document Distribution

- Classification, Indexing, Versioning

- Search – Full text (file contents), Meta data

- Provisions of Disaster Recovery (fire, flood, earthquake etc.)

- Security – Detailed Audit Trail

- Scalable

Date & Seal   Name and Signature of the competent

authority of the Bidder

Proposed Evaluation and Comparison of Bids

The process of evaluation of bids and identification of successful bidder will be done in 6 steps.

- ❖ Step 1: Prequalification of Bidders Evaluation
- ❖ Step 2: Technical Evaluation
- ❖ Step 3: Financial Bid Evaluation
- ❖ Step 4: Computation of Technical and Financial Scores
- ❖ Step 5: Final Comparison of Bids and Award of Contract

The evaluation of the bids will be done in 3 stages - Minimum Eligibility Check for Pre-qualification, Technical Bid Evaluation and Financial Bid Evaluation. **At the end of each stage, shortlisted bidders will be informed of the result.** NSIT will evaluate and compare the bids that have been determined to be substantially responsive, pursuant to tender requirements & other eligibility criteria as stated in this bid document.

Date & Seal

Name and Signature of the competent
authority of Bidder

Step 1: Checklist of Eligibility Criterion for Prequalification of Bidders

S. No.	Criteria	Uploaded **self-attested copies** of Supporting Documents	Compliance (Yes / No)
1	Bidder should be a registered company under the Indian Companies Act with at least 5 years of experience in implementing Educational Institute Management Software Solutions.	Incorporation Certificate of the company	
2	Bidder should be registered with the Service Tax Department and also carry a valid PAN number.	(a) Income Tax Return statement for the last three Assessment Years (i.e. 2013-14, 2014-15, 2015-16) and (b) Service Tax Return for the period April 2015 to September 2015.	
3	Bidder should have a minimum turnover of Rs. 1.0 Crore in average for last three financial years (i.e. 2012-13, 2013-14, 2014-15).	(a) Audited Balance Sheets and Statement of Profit & Loss for last three financial years (i.e. 2012-13, 2013-14, 2014-15). (b) Certificate as per the format given in Annexure - 4	
4	Bidder should have successfully developed and deployed such management system for at least two educational institutions out of which one must be a reputed government institution (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India in the last five years.	(a) Work Order. (b) Satisfactory Completion Certificate (c) Client list with contact details.	
5	Bidder should be maintaining or have maintained such management software system in at least two educational institutions out of which one must be a reputed government institution (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India in the last five years.	(a) Work Order. (b) Satisfactory Completion Certificate (c) Client list with contact details.	

Date & Seal

Name and Signature of the

competent authority

6	One single contract worth Rs. 30 Lakhs from assignments executed successfully during the last five years in any of the reputed government institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India.	(a) Work Order. (b) Satisfactory Completion Certificate (c) Client list with contact details.	
7	Bidder should have its own development facility and should have experience in developing and implementing customized educational institute management software without direct / indirect involvement of any third party.	An Affidavit by competent authority of the Bidder.	
8	Bidder must have a minimum strength of 25 technically qualified (B. Tech / M. C. A.) professionals as on 01.01.2016 on its rolls at its development facility.	(a) Authenticated list of at least 25 technically qualified professionals specifying their Name, Designation, Qualification, Experience, Date of Joining, Mobile Number. (b) Copy of duly submitted EPF ECR for the month of December 2015.	
9	Bidder should not be a reseller, authorized vendor or consortium partner.	Self Declaration	
10	Bidder should not have been blacklisted for any reason by any government institution / department in the past three years.	An Affidavit by competent authority.	

The bidder shall be disqualified if the response for any one of the above is "ANYTHING OTHER THAN YES".

Date & Seal

Name and Signature of the

competent authority

Step 2: Technical Evaluation

Technical evaluation of bids will be done for only those bidders who qualify **Minimum Eligibility Criterion Evaluation**. Technical evaluation of bids will be based on the following parameters and associated maximum marks, as given in the following Table for Technical Evaluation:

S. No.	Criteria				Max Points
	Company Profile				
A	A.1	Developed Institute Management System for reputed government institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India in the last five years.		Two	*05*
				Three	*10*
				Four or more	**15**
	A.2	Maintaining / Maintained Institute Management System for reputed government institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India in the last five years.		Two	*05*
				Three	*10*
				Four or more	**15**
	A.3	Proof of expertise in developing similar product for a reputed government organization (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) using **Open Source Software**.			**10**
	A.4	Certifications: latest ISO 9001 (**1 point**), latest ISO 27001(**1 point**), ISO/IEC 20000 Certification (**1 point**), CMMI (Level 1 to Level 5) (**maximum 5 points**)			**08**
	A.5	Company Turnover in average for last three financial years		Between 1 to 5 Crore	*01*
				More than 5 Crore	**02**
	Total Maximum Points for item A				**50**
	Proposed Project Implementation				
B	B.1	Understanding of Requirements, Proposed Technical Approach, Description of System / Module design for the project.			5
	B.2	Proposed Work Plan for the project, Operations, Maintenance, Backup Support Plan, Probable risks / problems and mitigation plans			5
	Total Maximum Points for item B				**10**
C	**Availability of key Professional Staff and Competence for the assignment** **(Attach an Authenticated list highlighting their Name, Designation, Highest Qualification, Name of Institute where studied, Certifications, Area of Expertise, No. of Years of Experience, Brief write-up of Project worked upon etc.)**				
	Technically Qualified (B. Tech / M. C. A.) Professionals			25 to 50	2
				50 to 100	3
				More than 100	**5**
	Total Maximum points for item C				**5**
D	**Demonstration**				
	Demonstration of the working version of their software with at least 50% functioning of each of the module's requirements as specified for the proposed IMS (1) Institute Administration (2) Academics (3) Finance & Accounts (4) Procurement & Distribution (5) Central Facilities (6) Engineering & Maintenance Cell (7) IMS Web-portal and Website Administration (Max. **05** points for each Module)				5 x 7 = 35
	Total maximum Points for item D				**35**
	Grand Total of Points for Technical Evaluation				**100**

NOTE: The bidder who scores at least 60 points in the Technical Evaluation will be qualified for the opening of its financial bid.

Step 3: Financial Bid Evaluation

Financial bids are to be uploaded as per **Annexure-3**. The Financial bid amount should be inclusive of cost of Design, Development, installation, commissioning, Deployment, existing physical raw data entry, maintenance, regular backup, bug fixing, enhancements, upgrades, functional and onsite technical training of NSIT personnel, complete technical support, 01-year warranty after handholding and FIVE years post warranty AMC.

Step 4: Computation of Final Evaluated Score using Technical Score and Financial Score

Technical Score of the Bidder (TSB) is the score awarded to the bidder by the Technical Evaluation Committee of the Institute as per the Technical Evaluation Table.

Financial Score of the Bidder (FSB) is obtained using the price of the concerned bidder and that of the lowest bidder. This is computed by the evaluation committee as per the following formula:

FSB = (Bid amount of the lowest bidder / Bid amount of the concerned bidder) x 100

The Final Evaluated Score (FES) of the bidder is based on both the technical evaluation score and financial bid score. The technical evaluation gets 60% weightage and financial bid gets 40% weightage in the final score. NSIT will evaluate and compare the bids that have been determined to be substantially responsive using the following formula:

FES = [0.60 x TSB + 0.40 x FSB]

where FES: Final Evaluated Score; TSB: Technical Score of the Bidder; FSB: Financial Score of the concerned Bidder

Step 5: Final Comparison of Bids and Award of Contract

The Final Evaluation will be performed assuming that the contract will be awarded to the bidder whose Final Evaluated Score (FES) stands highest. In case of a tie on ES, bidder of higher Technical Score will be eligible for the award of contract.

Date & Seal

Name and Signature of the

competent authority

Annexure – 1

Table of Contents

(To be uploaded as Page - 01)

S. No.	Description	Page Nos.
01	Certificate regarding page numbering	02
02	Brief Profile of the Company	03
03	Registration / Incorporation Certificate of the company	
04	Income Tax Return statement for the last three Assessment Years (i.e. 2013-14, 2014-15, 2015-16) and Service Tax Return for the period April 2015 to September 2015.	
05	Audited Balance Sheets and Statement of Profit & Loss for last three financial years (i.e. 2012-13, 2013-14, 2014-15).	
06	Copies of Work Orders, Copies of Satisfactory Completion Certificate, Client list with contact details for Point 4, 5, 6 as required in **Pre-qualification of Bidders.**	
07	An Affidavit by competent authority for the Bidder having its own development facility and having experience in developing and implementing customized educational institute management software without direct / indirect involvement of any third party.	
08	Authenticated list of at least 25 technically qualified professionals specifying their Name, Designation, Qualification, Experience, Date of Joining, Mobile Number and Copy of duly submitted EPF ECR (Electronic Challan cum Receipt) for the month of December 2015 for the same	
09	Copies of Documents in support of Certifications (if any)	
10	Self-Declaration by the competent authority for not being a reseller, authorized vendor or consortium partner	
11	An Affidavit by the competent authority for not being blacklisted for any reason by any government institution / department in the past three years.	
12	Proposed Project Implementation (B.1 to B.2 of Technical Evaluation Table)	
13	Technical Literature / Brochures / Catalogues of existing similar Products of the vendor	
14	Annual Turnover as per Annexure - 4 format	
15	**Complete RFP document with Sign and Stamp on each page**	
16	Any other information	
17	Declaration as per Annexure 8 format	

- ❖ Financial Bid has been submitted on **eProcurement website**, in **BOQ Excel File format** available in Bid Documents on the website.

- ❖ Signatures have been placed on every page of the Bid.

Date & Seal

Name and Signature of the

competent authority

Annexure - 2

(Format of Certificate w.r.t. Page numbering; To be uploaded as Page - 02)

CERTIFICATE

Certified that this bid document is carrying _____ (in figures) (_____) (in words) pages and each page is numbered, signed and stamped.

Date: _____   Signature of the Bidder with seal

                                                                                        Name: _____

Annexure – 3

(Sample Financial Bid Format.)

FINANCIAL BID will be uploaded on **eProcurement website** only, in **BOQ Excel File format** available in Bid Documents on the website.

Item Rate BOQ

Tender Inviting Authority: Officer In-Charge (Store & Purchase)	
Name of Work: Cloud Based Institute Management System	
Contract No: 94(50)/2015/CBIMS/D/NSIT	
Bidder Name:	

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	BASIC RATE in **Figures** to be entered by the **Bidder** Rs.	TOTAL AMOUNT **Without Taxes**	TOTAL AMOUNT In Words
1	2	4	5	13	53	55
1	Basic Cost of Design, Development, installation, Deployment, Testing, Existing physical raw data entry, Maintenance, Regular Backup, Bug fixing, Feature Enhancements, Upgrades, Functional and Onsite Technical training of NSIT personnel, and Complete Support inclusive of 1 Year warranty after handholding.	1	Job		0	INR Zero Only
2	**Cost of AMC for FIVE years after expiry of one-year warranty period**					
2.01	Cost of AMC for 1st Year	1	Job		0	INR Zero Only
2.02	Cost of AMC for 2nd Year	1	Job		0	INR Zero Only
2.03	Cost of MAC for 3rd Year	1	Job		0	INR Zero Only
2.04	Cost of AMC for 4th Year	1	Job		0	INR Zero Only
2.05	Cost of AMC for 5th Year	1	Job		0	INR Zero Only
Total in Figures					**0**	INR Zero Only
Quoted Rate in Words		**INR Zero Only**				

The rates quoted above are inclusive of all charges except for Service Tax. Service Tax, as applicable, will be charged separately by the service provider. NSIT will reimburse the same on production of documentary evidence of having remitted it by the service provider to the credit of the Government.

Annexure-4

(Format for Annual Turnover)

ANNUAL TURNOVER

S. No.	Annual Turnover w.r.t. item quoted			Remarks (if any)
	2012-13	2013-14	2014-15	
(1)	(2)	(3)	(4)	(5)

Signature of the Chartered Account with seal

Name: _____

The relevant documents are uploaded as Page Nos. _____

Certified copies of ITRs are uploaded as page Nos. _____

Date: _____   Signature of the Bidder with seal

Name: _____

Note:

(i) Documentary evidence shall be uploaded along with the format.

(ii) Certified copies of ITRs of the above years shall be uploaded.

Bank Account details of Bidder

Bidding Details	Tender No.	
	Name of Work	
	Closing date & time of Tender	
	Bidder's Name	
Bank Details *(upload a cancelled cheque for verification of these details)*	Account Name	
	Account Number	
	Name of Bank	
	IFSC Code	
	MICR Code	
	Bank Address	
Contact Details	Communication Address	
	Landline Telephone No.	
	Mobile No.	
	Email Address	

Date: _____

Signature of the Bidder with seal

Name: _____

Annexure-6

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE GUARANTEE BOND

REF……………..   DATED: ………………..
                                              BANK GUARANTEE NO. ……………...…….

To,

    The Director
    Netaji Subhas Institute of Technology,
    Sector-3, Dwarka, New Delhi-110078.

1.   Against contract vide Acceptance of Tender No …………………….…… Dated …………….
      Covering supply of ……………………………………….. (hereinafter called the said contract)
      entered into between the ………………………………… ……………………….. (hereinafter
      called the Supplier) and Netaji Subhas Institute of Technology, New Delhi (hereinafter called the
      NSIT). This is to certify that at the request of the Supplier, we ……………………………
      (hereinafter referred to as the Bank) do, as primary obligor and not merely as surety, hereby
      irrevocably, unconditionally and absolutely undertake against any loss or damage cause to or
      suffered or would be caused to or suffered by NSIT by reason of any failure of the Supplier to
      perform or omission or negligence to perform any part of his/their obligation, viz, the performance
      of the contract upto a period of 60 (sixty) days beyond the date of completion of the initial project
      period i.e. 7 years, to the satisfaction of the NSIT in terms of the contract.

2.   We ……………………………….. (the name of the Bank) do hereby undertake to pay the amount
      due and payable under this guarantee without any demur merely on a demand from the NSIT
      stating that the amount claimed is due by way of loss or damage caused to or would be caused to
      or suffered by the NSIT by reason of any breach by the said supplier(s) or any of the terms and
      conditions contained in the said contract or by reason of the Supplier(s) failure or omission or any
      part thereof. Any such demand made on the bank shall be conclusive as regards the amount due
      and payable by the Bank under this guarantee, which shall not be considered as satisfied by any
      intermediate payment or satisfaction of any part of or obligation hereunder. However, our liability
      under this guarantee shall be restricted to an amount not exceeding Rs. ………………………

3.   We undertake to pay the NSIT by amount so demanded by the NSIT, notwithstanding:

      (i)   any dispute or difference between the NSIT or the Supplier or any other person or between
               the Supplier or any person or any suit or proceeding pending before any court or tribunal
               or arbitrator relating thereto; or
      (ii)   the invalidity, irregularity or unenforceability of the contract; or
      (iii)   any other circumstances which might otherwise constitute discharge of this Guarantee,
               including any act or omission or commission on the part of the NSIT to enforce the
               obligations by the Supplier or any other person for any reason whatsoever.

4.   We ……………………………………………………………… (the name of the Bank) further agree
      that the guarantee herein contained shall be continued one and remain in full force and effect

during the period that would be taken for the performance of the said Agreement till termination of initial project period and that it shall continue to be enforceable till all the due of the NSIT under or by virtue of the said agreement till termination of initial project period have been fully paid and its claims satisfied or discharged or till NSIT certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said Supplier(s) and accordingly discharges this guarantee.

5.   We ……………………………………………………… (the name of the Bank) hereby agree and undertake that any claim which the bank may have against the Supplier shall be subject and subordinate to the prior payment and performance in full of all the obligations of the Bank hereunder the Bank will not without prior written consent of the NSIT exercise any legal rights or remedies of any kind in respect of any such payment or performance so long as the obligations of the Bank hereunder remain owing and outstanding, regardless of the insolvency, liquidation or bankruptcy of the supplier or otherwise howsoever. We will not counter claim or set off against its liabilities to the NSIT hereunder any sum outstanding to the credit of the NSIT with it.

6.   We ……………………………………………………… (the name of the Bank) further agree with the NSIT that the NSIT shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Supplier(s) from time to time or to postpone for any time or from time to time and of the powers exercisable by the NSIT against the said Supplier(s) and forbear or enforce any of the terms and conditions relating to the said agreement, we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contract(s) or for any forbearance, act or omission on the part of the NSIT or any indulgence by the NSIT to the said supplier(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6.   This guarantee will not be discharge due to the change in the constitution of the Bank or the Supplier(s).

7.   We ……………………………………………………… (the name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the NSIT in writing.

The disputes relating to this Bank Guarantee shall be resolved as per terms and conditions of the contract.

Signed on the _____ day of _____

Signature:………………………………………………..

For ……………………………………………………….
(indicate the name of the Bank)
Witness:………………………

SERVICE LEVEL AGREEMENT (SLA)

(This is just brief overview of SLA document. Detailed document will be prepared by bidder on the basis of this Annexure.)

Service Level Agreement (SLA) is the contract among the Netaji Subhas Institute of Technology, New Delhi (NSIT) and successful bidder for executing the Cloud based Institute Management System (CIMS) project. SLA defines the terms of the Bidder's responsibility in ensuring timely implementation and satisfactory performance of the CIMS Project based on the agreed Performance Indicators as detailed in the Agreement. Penalties are not meant to be punitive. The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. This section defines various Service Level Indicators for this Project.

1. Implementation Phase
The Table below summarizes the Indicative Performance Indicators for the services to be offered by the bidder. This is not an exhaustive list. A complete Service Level Agreement will be made with the successful bidder at the time of signing the contract.

T in the following points means the Date of Award of Work.

1.a) System Study: Study the processes of NSIT functioning and detailed assessment of functional requirements for SRS preparation for CIMS

Baseline Metric	T + 3 Months
Lower Performance Metric	T + 4 Months
Violation of SLA	More than T + 4 Months
Penal Action in case of Violation of SLA	Warning letter may be issued and a meeting with authorities above the Project Manager in the Bidder's organization may be called. However, If the duration for execution of the activity extends beyond T+5 Months, it may lead to contract termination.
Basis of Measurement	Submission of a detailed System Study document, SRS report and architecture of the proposed model.

1.b) Software Development of proposed System

Baseline Metric	T + 9 Months
Lower Performance Metric	T + 10 Months
Violation of SLA	More than T + 10 Months
Penal Action in case of Violation of SLA	Warning letter may be issued and a meeting with authorities above the Project Manager in the Bidder's organization may be called. However, If the duration for execution of the activity extends beyond T+13 Months, it may lead to contract termination.
Basis of Measurement	Demonstration of development of different Module on regular intervals.

1.c)   Deployment, Testing, Physical Data Entry, and Go live

Baseline Metric	T + 12 Months
Lower Performance Metric	T + 13 Months
Violation of SLA	More than T + 13 Months
Penal Action in case of Violation of SLA	Warning letter may be issued and a meeting with authorities above the Project Manager in the Bidder's organization may be called. If the duration for execution of the activity extends beyond T+14 Months, penalty at the rate of 0.5% per week of delay on the total values of work (excluding the AMC cost) may be imposed. If the duration for execution of the activity extends beyond T+16 Months, it may lead to contract termination.
Basis of Measurement	This service level can be measured in terms of the User Acceptance Reports.

1.d)   Onsite Technical Training of CIMS to all types of User (faculty, officers, staff, student etc.)

Baseline Metric	All the trainees have been imparted training on CIMS modules within 15 days from the date of **Go-live.**
Lower Performance Metric	All the trainees have been imparted training on CIMS modules within 30 days from the date of **Go-live.**
Violation of SLA	More than 30 days from the date of **Go-live.**
Penal Action in case of Violation of SLA	Warning letter may be issued and a meeting with authorities above the Training Manager in the Bidder's organization may be called. If the duration for execution of the activity extends beyond 30 days from the date of **Go-live**, penalty at the rate of 0.5% per week of delay on the total values of work (excluding the AMC cost) may be imposed.
Basis of Measurement	N. A.

2. Post Implementation Phase
2.a)   Measurement of SLA: The Measurement of SLA parameters shall be decided by NSIT which will be binding on the bidder. **However, bidder should submit indicative SLAs along with their technical proposal.** Bidder has to provide necessary monitoring software for SLA Monitoring. The followings must be reported through the SLA Monitoring tool:
  ➢ Availability of the Critical functionalities of the Application
  ➢ Complete details including the resolution time of all call logged at Helpdesk
  ➢ Proper call monitoring process.
  ➢ Progress reports
  ➢ Details of change requests

2.b) **Violations and Associated Penalties:** The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.

> **VERY HIGH Level Issues:** Major system failure which has an immediate critical impact on the NSIT's ability to perform its duties, inability to perform office functions. For example, the non-availability of complete CIMS system. Penalty applicable for each of the VERY HIGH severity violations is 5.0% of respective quarterly payment to the bidder.

> **HIGH Severity Level Issues:** Major Component failure which has an immediate impact on one or more departments / sections of NSIT to perform its duties, inability to perform office functions. For example, the non-availability of some module or sub-module of the CIMS system. Penalty applicable for each of the HIGH severity violations is 2.0% of respective quarterly payment to the bidder.

> **MEDIUM Severity Level Issues:** Minor component failure which has an impact on the ability of some section / department of NSIT to perform its duties that while not immediate, but can cause service to degrade if not resolved within reasonable time frames. For example, the non-availability of some specific functionality within a module or sub-module of the CIMS system. Penalty applicable for each of the MEDIUM severity violations is 1.0% of respective quarterly payment to the bidder.

> **LOW Severity Level Issues:** Component Failure not causing virtually any significant impact on NSIT's ability to operate significant daily critical back-office functions. Penalty applicable for each of the LOW severity violations is issuance of warning letter to the bidder.

The number of violations in the reporting period for each level of severity will be totalled and used for the calculation of Penalties. It is to be noted that if the overall Penalty applicable for any of the review period during the currency of the contract exceeds 25% or if the overall penalty applicable for any of the successive quarter periods during the currency of the contract is above 15% then NSIT shall have the right to terminate the contract.

This service level will be monitored on a monthly basis. The below tables give details on the Service Levels, the bidder (system integrator) should maintain:

(i) **Functionality of CIMS Modules**

> **VERY HIGH Level Issues** shall be resolved within 6 business hours from the time of reporting.
> **HIGH Severity Level Issues** shall be resolved within 8 business hours from the time of reporting.
> **MEDIUM Severity Level Issues** shall be resolved within 48 Hrs. from the time of reporting.
> **LOW Severity Level Issues** shall be resolved within 96 hours from the time of reporting.

Each instance of non-meeting this service level will be treated as 01 (one) violation.

(ii) **Unauthorized access, usage, theft and loss of institute's data:** Bidder has to provide 100% fail-proof mechanism to prevent unauthorized **access, usage, theft and loss of institute's data** by any means by anyone related to Bidder.

Severity of Violation: Very High

This service level will be monitored on a monthly basis.

Each instance of non-meeting this service level will be treated as 01 (one) violation and may lead to termination of contract.

(iii) **Customer Support Performance:** The scheduled operation time for the online support will be 8:00 A.M. to 8:00 P.M. from Monday to Saturday during warranty and AMC period.

Severity of Violation: Medium

This service level will be monitored on a monthly basis.

Each instance of non-meeting this service level will be treated as 01 (one) violation.

(iv) **Technical Documentation:** Upto-date documentation of the design, modifications, enhancements, and fixes.

Severity of Violation: Medium

This service level will be measured on a quarterly basis.

Each instance of non-meeting this service level will be treated as 01 (one) violation.

(v) **Reporting:** Provide monthly SLA compliance reports, monitoring and maintenance related reports by the 5th of the following month.

Severity of Violation: Medium

This service level will be monitored on a monthly basis.

Each instance of non-meeting this service level will be treated as 01 (one) violation.

Date: _____   Signature of the Bidder with seal

                                                       Name: _____

Annexure – 8

(Format for declaration which shall be uploaded as last page of the bid document)

DECLARATION

(To be furnished by the Bidder on company's Letter Head)

I / we hereby solemnly declare and affirm that the above documentary evidences / declarations are true and correct to the best of my / our knowledge and belief. No part of it is false and nothing has been concealed therein.

Date: _____   Signature of the Bidder with seal

Name: _____