

REQUEST FOR PROPOSAL (RFP)

Integrated E-Governance

For

Academic & Administrative Processes

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1 Introduction

Indian Institute of Technology Jammu is one of six new IITs established by MHRD Government of India. It is a premier higher technical institution, and institution of National Importance declared under Institutes of Technologies Act 1961 (amended from time to time).

Presently, the Institute has 08 academic departments (likely to grow in next few years) and many administrative units. The total student strength in the Institute is currently 200 with UG courses. The strength shall grow to ~1200 including UG, PG and Ph. D by 2020. Additionally, there will be ~250 Academic and Other Staff Members.

The Institute plans to achieve, operational efficiency, transparency and accountability by enabling its activities (workflows) using appropriate information technology and process documentation. Hence, the Institute plans to implement an integrated E-Governance Solution to its various Academic and Administrative processes. The Institute invites tenders from eligible IT service organizations, registered in India, for implementation of IIT Jammu e-governance project as per Government of India General Financial Rules (GFR) and rules of the Institute.

2 Definition and Acronyms

Institute: Indian Institute of Technology Jammu

E-Governance: Application of Information technology for Institute's Academic and Administrative Processes in an integrated environment.

Advisory Committee: Committee to advise the Institute for effective implementation of integrated E-Governance Solution.

TEC: Technical Evaluation Committee, the Committee constituted by the Institute for technical evaluation of the proposals received.

Monitoring Committee: Committee for periodic monitoring of the implementation process of the e-governance project

Bidder: Service provider, who has submitted the proposal as per the terms and conditions of this RFP document.

Technical Bid: Part of the bidder's response which contains the technical and commercial Information about bidder as well as features of application.

Financial Bid: Part of the bidder's response which contains only the price quote.

Competent Authority: The authority empowered to take a decision as mentioned in the Institute Rules and Regulations.

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3 Timeline

S. N.	Key Activity	Date
1	Release of RFP document	25 Nov 2017
2	Last date of receiving clarifications from prospective bidders	30 Nov 2017
3	Last date of sending clarifications/amendment etc., if any, by the Institute	11 Dec 2017
4	Last Date of Submission of Bid	20 December 2017 up to 5:00 pm
5	Opening of Technical Bid, Technical Presentation (POC by bidders) and Technical Evaluation and assessment of POC by the TEC	22 Dec 2017
6	Opening of Financial Bid (only for Technically qualified bidders)	After successful completion of Technical evaluation.
7	Contract Finalization and award	After successful completion of Technical and Financial evaluation.

4 Introduction

The Institute plans to achieve a comprehensive and integrated E-governance solution to its academic and administrative processes through the E-Governance project. It is intended that the official transactions are carried out in a paperless, quick and effective manner and the same time it brings greater transparency, accountability and effective delivery of service. It is envisaged that all its units communicate through a single system for all kind of activities.

Institutes of Technology Act 1961 (amended from time to time), First Statutes of IIT Jammu, Adopted Ordinance and Regulations of the Senate, Policy decisions of Board of Governors (all these documents are available on internet/websites).

Request for Proposals (RFP) under "two bid system", that is, (1) Technical bid and (2) Financial bid (i.e. price bid), are invited from IT service providers. It is mandated that interested eligible bidders shall have to apply for the bid only in the prescribed FORMS-A, B, C and D, offers submitted in any other format shall be summarily rejected.

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5 Pre-Qualification Criteria

The basic eligibility of a bidder shall be assessed based on following pre-qualification criteria:

5.1 Service Provider

- i. Service Provider shall be a company registered in India.
- ii. Service Provider shall essentially be an IT company.
- iii. Service Provider shall be able to implement the solution directly without any organizational or other intermediary (s).
- iv. Service Provider shall be able to host the application on remote server, but as and when the Institute wants shall be able to host on Institute server without any extra cost.
- v. **The Service Provider should have successful implementation record of the similar service (Integrated e-governance) for minimum one year in minimum two public funded academic Institution, out of which at least one should be Centrally Funded Technical Institution (CFTI).**

5.2 Application Features

- i. The Application (i.e. Solution) shall be the company's own product.
- ii. The applications shall be based on Open Source Technology.
- iii. The solution should be completely web based.
- iv. The solution shall be in the 'Service Model' format.
- v. The application shall be compatible with both Windows and Linux, both at client and server level.
- vi. The application shall be compatible with all common web browsers, namely, Google chrome, Firefox, Safari etc.
- vii. The application shall be able to export reports to MS-Excel/pdf.
- viii. The application shall be able to support attachments (i.e. Image, pdf etc.).
- ix. The solution shall be a single integrated system for various modules.
- x. The application shall be able to provide data backup, at the periodicity and format as decided by the Institute.
- xi. The application shall be able to provide audit trails of at least 6 months.
- xii. The data of students and staff are owned by the Institute and hence, the Service Provider shall provide (i) detailed schema of all data bases and (ii) regular data backup in local recovery format at the given time for Information Audit and store.

6 General Terms and Conditions

The Bidder is expected to read and examine all the terms and conditions, specifications and instructions, in the RFP Document with full understanding of its implications. Failure to furnish all information required or submission of a bid not substantially responsive in every respect will be at the Bidder's risk and may result in outright rejection of the bid.

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6.1 Acquaintance of the Nature of Work

It shall be the responsibility of the bidder to acquaint himself about the correct nature of the work and rules of business of the Institute, according to which this system of integrated e-governance has to be developed.

6.2 Format for submission of bid

The bid shall be submitted only in the forms attached with this document and all the pages of the document should be signed and stamped.

6.3 Enclosures

The bidder must attach the suitable supporting documents/testimonials for the claims made. All the enclosures attached with the bid shall also be signed and stamped.

6.4 Two Bid system

The bid must be submitted in two parts comprising Part-I: Technical Bid & Part-II: Financial Bid (i.e. price bid). **The Part-I (i.e. Technical bid)** should contain the EMD, detailed technical specifications as per the FORMS. **The Part-II (i.e. Financial Bid)** shall only contain the price offered. **Both the parts should be properly marked and enclosed in two separate sealed envelopes for their proper identification.** The envelopes super scribed TECHNICAL BID and FINANCIAL BID should again be sealed in a third bigger envelope super-scribing, "Bid for E-Governance, IIT Jammu". The Part-I (Technical bid) will be opened on the date of tender opening and the Part-II (Financial Bid) after evaluation of Part-I. The Part-II of only those bidders shall be opened who are technically eligible, as decided by the Technical Evaluation Committee.

6.5 Bid Security

The Bid Security (i.e. Earnest Money Deposit, EMD) of Rs.3,00,000/- (three Lakh) in the form of Demand draft from any scheduled bank drawn in favour of "IIT Jammu", must accompany Part-I (Technical Bid). The Bid Security shall be refunded to unsuccessful bidders, after finalization of the bid.

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 encloses 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.

6.6 Performance Security

Within 15 days of the receipt of work order, the successful Bidder shall furnish a Performance Guarantee of an amount equivalent to 10% of the order value. Failure of the successful Bidder to comply with this requirement can 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 Guarantee submitted shall be from a Scheduled Commercial Bank only.

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Performances guarantee in the form of Demand Draft, fixed deposit receipt/Bank Guarantee in the standard format from a scheduled commercial bank shall only be acceptable.

6.7 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 in writing or by email or fax to all the Bidders who have received the Request for Proposal and the same will be binding on them. The Institute may, at its discretion, extend the last date for the receipt of Bids.

6.8 Bid Disqualification

The proposal is liable to be disqualified in the following cases:

- i. Proposal not submitted in accordance with this document and in proper formats.
- ii. During validity of the proposal, or its extended period, if any, the bidder changes his quoted prices.
- iii. Proposal is received in incomplete form.
- iv. Proposal is received after due date and time.
- v. Proposal is not accompanied by all requisite supporting documents.
- vi. 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.
- vii. Financial proposal is enclosed with the same envelope as technical proposal
- viii. Bidder fails to deposit the Bid security 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.

6.9 Queries and Clarification

The queries and clarification in this RFP must be addressed to "IIT Jammu" and the same must be sent through conventional mail as well as e-mail, in the format below:

S. N.	Clause no. (as per the RFP)	Your understanding/interpretation	Clarification from Institute

6.10 Right to Accept/Reject Bids

The Institute reserves the right not to accept any bid and to annul the tender 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.

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6.11 Prices

The prices to be quoted by the bidder shall have following two components, for each module, (i) One-time cost (Module wise), that includes, application cost, customization costs (iii) Annual Charges (Module wise). The price quoted should separately indicate all taxes/levies/GST and all other statutory financial obligations etc.

7 Other Conditions

7.1 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.

7.2 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.

7.3 Termination for Default

The Institute may, without prejudice to any other remedy for breach of agreement, may terminate the work order in whole or in part, by 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.

7.4 Termination for Insolvency

The Institute may at any time terminate the work order by giving 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.

7.5 Suspension

The Institute may by a 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 this work order/agreement, (including the carrying out of the services).

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7.6 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 Jammu. It is clarified that Civil court shall have no jurisdiction to entertain any such disputes.

7.7 Jurisdiction of Courts

In all matters and disputes arising hereunder, the appropriate Courts at Jammu only shall have jurisdiction to entertain and try them.

8 Scope of Work

The broad scope of work has been divided in following **Five Modules**

8.1 Module-1: Finance and Accounting	
Requirement	Description
Budgeting	Ability to provide capital expenditure and operational expenditure for every financial year
Financial report writer	Ability to generate standard financial reports as per the MHRD format as applicable, Other standard reports, such as, General Ledger, Cash Book, Bank Book, Trial Balance, Profit and loss Account, Balance Sheet (as per MHRD Format) etc. Standard reports as per the Requirement of PFMS portals or the requirement of Funding agency
Processing of Statutory Taxes	Support sales Taxes, Service Tax, GST, Income Tax, Import duty and all statutory taxation processing
Account Receivable and Payable	Support all receivable and Payable
Student fee management	Ability to maintain student fees, such as, tuition fee, Hostel fee, mess fee, online fee payment etc.
Donation, Scholarship and Research Funds	Support maintenance of donations, sponsorships, scholarships, honorarium and research fund allocation to various student and project staff including adjunct, visiting and guest faculty.
Depreciation	Support depreciation calculations for fixed and movable assets

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Multiple Account management	Ability to handle all multiple accounts such as, endowment account, Research project account, Industrial consulting account etc
8.2 Module-2: HR and Payroll	
Requirement	Description
Institute Staff Service Records	Ability to store service records of all Institute Staff, that includes typically maintained records in a public funded institution. Job description and performance appraisal.
Staff Attendance/Leave management	Maintain Staff Attendance and leave records
Staff Payment management	Support payroll processing, other reimbursement, such as, LTC, Leave encashment, medical and Other reimbursements, CPDA, Travel for Conferences/Other official purposes, Temporary advances etc.
Statutory Reporting	Ability to generate Statutory Reports, such as, PF, ESI, and others
Training management	Maintain training details of Institute Staff
Medical Records	Basic details of Staff and Students as per Standard patient Register.
Training Management	Maintain training details of staff members.
Staff Performance Management	Ability to manage the performance appraisals of Institute Staff
Adjunct/visiting/guest faculty details	Ability to maintain information on adjunct, visiting and guest faculty
Details of Outsource services/agencies	Basic information to be captured for operational efficiency and finance management
Note: in the definition of Institute Staff, Academic Staff, Technical and Administrative and Other Staff are included besides this there may be other temporary/contractual staff.	

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8.3 Module-3: System Administration and Integration	
Requirement	Description
Work Flow Management	Ability to have approvals at various levels across various business processes
Online Alerts	Ability to send automated e-mails and SMS as well as broadcasting information to specific groups on need basis
Dashboards	Ability for the institute management to measure various metrics such as admission demographics, student performance, patents, placement statistics etc. Should be able to search on files/notes etc. (meta data should be generated for each workflow through end user intervention)
Flexible report writer	Ability to generate flexible reports on the criteria selected by the user
Estate Complaint management	Ability to track and manage Estate Maintenance complaints. Ability to insert, allot, track and manage Estate Maintenance complaints
Library automation system	Basic library services and stock management with broad classification, issue deposit and No dues. The application should be able to read QR code/RFID
IT Security including single-sign on, digital rights management, user level rights	Provision for IT Security to prevent hacking, virus detection and cure, firewall, digital rights, restricting access based on user etc
Backup and recovery	Provide a mechanism to take automated backup and recovery of data

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8.4 Module-4: Academic Programs (UG, PG and Ph. D)	
Requirement	Description
Academic Program	<ul style="list-style-type: none">i. Admission (for Ph. D only), online applicationii. Student Registration and course allocationiii. Fee Collection and integration with Financeiv. Attendance (input at the end of semester/or monthly)v. Class and Examination Schedulingvi. Grade Sheet Printingvii. Transcripts Printingviii. Student master- all detailsix. Scholarship managementx. Online Student feedback submissionxi. Online Student grievances processing
Student Hostel Management	Student Hostel Allotment, Complaints handling, Feedback, Mess Charges Online payment, Mess Finance and Accounting, No dues and Security Refund.
Student Welfare	Basic Data Management of Various students welfare/scholarship/creative activities/schemes
Training & Placement	Basic Data Management of Various students training and placement activities

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8.5 Module-5: Miscellaneous	
Requirement	Description
Institute Vehicle management	Use/allocation and maintenance of Institute vehicles
Institute Guest House and other facility booking and management	Online application for allotment and status report. Generation of receipts and accounts maintenance .
Store &Inventory Management	Generation of Indent, receipt and Dispatch of consumables, Non consumable items, Equipment, machinery and other standard items. Inventory management as per General Financial Rules -2017 of all items procured by the Institute. The application should be able to read QR code
RTI data management	Standard RTI data management and standard report as per the Central Information Commission requirements.
Litigation data management	Basic data management of litigation matters of Institute, that includes, forum, nature, name of counsels, current status, case brief etc.
Standard Reports as per MHRD/Funding agency/GOI requirements	Generation of Standards reports as the MHRD/Funding agency/GOI requirements
Project Management	Management of Institute development project (Basic details) and monitoring and regular updating.
Alumni Relationship Management	Maintaining the databank of Alumni.

8.6 Increase in Scope

The broad scope has been identified under above five modules, nonetheless, the Institute may add more items as per the requirements, for which the Service provider shall be able to provide the service with justifiable additional “*Onetime cost.*”

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8.7 Training

The Bidder shall be responsible for training the Institute personnel in the areas of implementation, operations, management, error handling, troubleshooting, system administration etc. This training must be primarily arranged at the Institute premises or at premises of the Bidder. Employees identified by the Institute are to be trained by the Bidder and shall comprise of people having different levels of qualifications and responsibilities. The final training program shall be decided according to a mutually agreed terms. Feedback from each trained member of the Institute staff.

8.8 User Base and Scalability

Presently the application should be able to handle user base of, Staff: 50 and Student: 500, but should have scalability of up to 500 and 5000 for staff and student, respectively, without any additional application cost, however, annual cost may be suitable scaled up as per mutual agreement.

8.9 Signing of Agreement

The Institute and the successful bidder will sign the **Service Level agreement (SLA)** incorporating all the terms & conditions agreed between the two parties. This will be completed within 15 days of issue of the work order.

8.10 Service Period

The service period of the application shall be five years from the implementation stage III, for which a service level agreement shall be signed with the service provider.

8.11 Service Model (Software as Service, SAS)

Initially the application shall be hosted on cloud (on a remote server), however, on request, service provider shall be able to host on Institute server without any extra cost. Initially, for a period of 12 months the application shall be hosted on a secure public cloud (on a remote server), however, the service provider shall be able to host on Institute server or Institute identified infrastructure (data centre) without any extra cost, however this will not affect the annual charges in the contract. The cloud server recommended/opted by the service provider shall be of the international standards for Security for data protection (proven record with hosting history of Institutions of repute).

8.12 Schedule of Implementation

The total time limit for the successful implementation of the solution shall be 12 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. The mutually agreed implementation schedule and milestone chart shall be part of the service level agreement.

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9 Implementation Stages

The project shall be implemented under following five stages; the payment shall be linked to the successful implementation of these stages.

9.1 Detailed Process Study (Stage-I)

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

9.2 System Configuration and Implementation (Stage-II)

The Bidder is expected to configure and Implement the proposed system keeping in view the following points:

- i. The system should be menu driven and user friendly. It should support point and click technology with minimum data entry/typing with due date verification as per business rules.
- ii. As far as possible it should be single on- line application with single point data capture and global access with Single Sign on through single registry (LDAP etc.)
- iii. It should be robust system which is crash proof, fail safe, easy to restore and secure.
- iv. It should have maximum level of parameterization to meet the frequent need for changes without disturbing the software.
- v. Provision to review report on screen. Both horizontal as well as vertical scrolling available while viewing reports
- vi. Provision to mark reports optional or mandatory through parameters.
- vii. User access should be there based upon their functional areas, and User level should be assigned to each user depending upon his functional areas.
- viii. Role based security should be implemented through centralized documents/file repositories
- ix. User-Id and password should be allotted to each user so that no unauthorized person can work on the machine.
- x. Access to menu items for execution should be restricted up to user level.
- xi. Provision for temporarily disabling users against unauthorized use with triggered alerts.
- xii. Locking of user screen provision should be there. Auto locking of screen also should be allowed if no activity is performed for specified time.

9.3 Data Loading and Acceptance Testing (Stage-III)

After completion of stage-II, the Bidder shall be asked to implement the Module, and Institute shall provide the data for trial run and will also take responsibility of legacy data entry. The Implementation for each Module shall include

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- i. Trial run with live data for 6-8 weeks under actual conditions, with real end user groups (students, vendors, faculty and staff).
- ii. Implementation of systems and handing over to the users for acceptance and operation
- iii. Preparation of user Manual including online help.

9.4 Training (Stage-IV)

The service provider shall provide training on appropriate aspects of the Application per module at appropriate location of the concerned department. The Institute shall identify the members to be trained, specifically for each module. The trained staff shall give the feedback which shall be part of their job description under Institute Staff appraisal system.

9.5 Maintenance of Application Modules (Stage-V)

Maintenance of the Application during the period of "Service Agreement", during this period support shall be provided for any issue reported by the Institute. For development of any additional functionality or to take substantial changes, charges may be indicated separately.

9.6 Deputation of Staff as required

The service provider shall be able to depute his personnel, that is, developer/programmer etc., during service period, as and when requested by the Institute without any extra cost, particularly during the time of student registration/admission. The number and level of personnel shall be decided as per the requirement as mutually agreed. The Institute shall bear the cost of travel as per the level of the staff (travel cost shall be limited to the equivalent staff eligibility in the Institute). The boarding and lodging to such personnel shall be borne by the Institute, preferably in the Institute Guest House.

10 Bid Evaluation Process

The evaluation of bids shall be done in two stages, namely, Technical Evaluation and Financial evaluation. The final evaluation shall be based on Combined Quality Cum Cost Based System (CQCCBS), the weightage for Technical and Financial criteria are 70% and 30%, respectively.

10.1 Technical Evaluation

The Technical bid shall be opened on a pre-decided and informed date and time. **Only those bidders who have qualified under the Pre-Qualification criteria (Form-A) shall be considered for Technical evaluation by the Technical Evaluation Committee for technical evaluation.**

Based on the technical competence as well as delivery of the Proof of Concept (POC), the Committee will judge the competence of the Bidder to deliver the desired solution to the Institute and accordingly allot them marks out of 100 based on the following objective criteria.

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Evaluation	Description	Max marks
1) Number of successful ERP/E-Governance Implementation (Integrated environment only in Academic Institutions only, as a proof live application has to be shown)	Minimum two implementations out of which at least one should be in any CFTI. Appropriate testimonial has to be furnished, and the same shall be verified by TEC	10
2) Technical Competence (Demonstration Through current live Institute installations to be evaluated as per the application features prescribed under this document, clause 5.2)	Solution Architecture & Technology	20
	User friendly interface & Front-end customization for business rules	10
	Workflow features in the proposed solution	10
	Number of module & their functionalities fitting to Institute requirement as per RFP document	10
3) Proof of Concept (POC) (Live demonstration of the problems given under Clause 10.2)	Implementation of POC with sample data	40
Total Score		100

10.2 Problem Description for evaluation of Proof of Concept (POC)

The service provider shall have to establish its technical competence as well as application features through live demonstration of two problems given as under.

Problem 1: Student Registration, Work Flow given under following stages

- i. Student present himself to the Registration Desk
- ii. His basic data is captured and scanned doc are stored/uploaded
- iii. Student ID generated and e-mail sent with login and password
- iv. Fee Challan generated and online fee is paid by the student
- v. Fee reconciliation is done online based on online payment based of bank statement.

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- vi. *Course Registration done by the Student*
- vii. *Approval of Courses by Program advisor (Types of Courses as per the Scheme are: Program Core, Program elective and Open elective. As a course which is PE for one program may become PE or OE for other program or vice versa.)*
- viii. *Student Roll List generated for Each course*
- ix. *Access of Roll list to Course Coordinator*

Problem 2: Leave Travel Concession of Staff Member Work Flow given under following stages

- i. *Application by the Staff member with necessary details to Head of the Department/Section*
- ii. *Forwarded by HOD to the Establishment Section, with the provision to send back.*
- iii. *Eligibility Check by the Establishment Section*
- iv. *Office Order Issued the Establishment Section*
- v. *Advance sanctioned and transfer letter generated*
- vi. *On return account submitted and Entry made in the Staff Service Record*

10.3 Financial Evaluation

The Financial bid shall be opened after completion of Technical Evaluation. The final evaluation of bids shall be based on Combined Quality Cum Cost Based System (CQCCBS) criteria as per the following table:

Criteria	Score	Multiplying Factor	Weighted Score
Technical	Technical Score	0.7	X
Financial	(LPO/PO) * 100	0.3	Y
	Final score		(X+Y)

Note: LPO – Lowest Price Offer amongst all Qualified Bidders; PO-Price Offer of the Bidder in question.

10.4 Final Evaluation: Combined Quality Cum Cost Based System (CQCCBS)

The Bidder with the highest total score will be recommended to the Institute by the Committee. In case of a tie between two or more bidders, the bidder with the highest technical score will be recommended. The Committee will invite the recommended Bidder for further discussion on terms and conditions of the contract to finalize the Service Level Agreement (SLA).

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11 Payment scheduling

The payment to the service provider is envisaged under stages on successful implementation/review, by the Institute.

11.1 Payment Stages

Payment description	Payment Stage-I	Payment Stage-II	Payment Stage-III
1) One time cost	Ten percent of the module cost after the successful completion of Implementation stage-II, that is, <i>System Configuration and Implementation</i>	Twenty percent of the module cost after the successful completion of Implementation stage-III, that is, <i>Data Loading and Acceptance Testing</i>	Remaining payment after successful completion of Implementation stage-IV, that is, <i>Training</i> .
2) Annual cost	Twenty five percent of the module cost after the successful completion of Implementation Stage-II	Twenty five percent of the module cost after the successful completion of Implementation Stage-III	Remaining payment after successful completion of Implementation stage-IV

11.2 Payment of Annual Recurring Charges:

The annual charges shall be paid on quarterly basis on submission of bills and verification of the same. The service provider shall be able to increase the recurring cost component, namely, Annual cost and Hosting charges at a rate of ten percent per annum in view of the inflation or price hike

11.3 Penalties for Delay

In case of delay attributed solely to the negligence of the firm in the execution of services penalties at the following rates shall be imposed. The delay shall be based on the agreed implementation schedule as per the service level agreement.

- I. 2% for delay of the first two months
- II. 5% per month for subsequent delays

Maximum delay of four months is tolerable, beyond which the order/agreement may be cancelled.

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12 Forms

12.1 Form-A (Pre-Qualification)

12.2 Form-B (Technical Bid)

12.3 Form-C (Financial Bid)

12.4 Form-D (Check List)