

**Indira Gandhi Delhi Technical University for Women,
Kashmere Gate, Delhi-110006**

E Tender

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 University Student Information System**” for IGDTUW 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 University Student Information System
Estimated Cost of the Work	Rs 20 Lakhs
Earnest Money Deposit (EMD)	Rs. 1 Lakh - (Rs. One Lakh only) (Refundable)
Date of Release of Tender	28.11.2019
Last date and time for downloading of tender	26.12.2019 at 04:00 PM
Pre Bid Meeting	05.12.2019 at 03:00 PM at Conference Room, IGDTUW, Kashmere Gate, Delhi
Last date and time for online submission/ uploading of bids	26.12.2019 at 04:00 PM
Date and time for opening of Technical bids for Pre-qualification	27.12.2019 at 11:00 AM at Conference Room, IGDTUW, Kashmere Gate, Delhi
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>.

Request for Proposal

for

Cloud based University Student Information System for IGDTUW



**Indira Gandhi Delhi Technical University for Women,
Kashmere Gate, Delhi-110006**

Indira Gandhi Delhi Technical University for Women (IGDTUW) has been upgraded from Indira Gandhi Institute of Technology in May 2013 vide Delhi State Legislature Act 9, 2012, as a non-affiliating teaching and research University at Delhi to facilitate and promote studies, research, technology, innovation, incubation and extension work in emerging areas of professional education among women, with focus on engineering, technology, applied sciences, management and its allied areas with the objective to achieve excellence in these and related fields.

At present, we have approximately 2000 students, 250 faculty members & staff members. We have planned to implement a user-friendly, secure, fast, and robust Cloud based University Student Information System.

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/University Management Software Solutions.
- (2) Bidder should be registered with the Service Tax Department and have valid GST registration and also carry a valid PAN number. Bidder must upload its Income Tax Return statement for the last three **financial Years** (i.e. 2015-16, 2016-17, 2017-18) and GST Return for the period October 2018 to March 2019.
- (3) Bidder should have a minimum turnover of Rs. 40 lakhs in average for last three **financial years** (i.e. 2015-16, 2016-17, 2017-18). 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/Autonomous Government Institutions) 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/Autonomous Government Institutions) 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 atleast Rs. 15 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/Autonomous Government Institutions) 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 university management software without direct / indirect involvement of any third party.

- (8) Bidder must have a minimum strength of 20 technically qualified (B. Tech / M. C. A. or equivalent) professionals as on 01/04/2019 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.
- (11) The proposed software should be Govt. of India compliant CERT-IN certified for IT Security.

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 university website <http://www.igdtuw.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.

c) Estimated Cost of tender is Rs. 20 Lakhs including AMC Charges for five years.

(3) **Bid Security:** The Bid Security (i.e. Earnest Money Deposit EMD) of **Rs. 1 Lakh** (Rupees One Lakh only) must be deposited in form of Fixed Deposit (FD) in the name of **Registrar, IGDTUW, Delhi**

a) Original FD document of Bid Security should be deposited in IGDTUW.

b) Offers without Bid Security will not be considered.

c) 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 bidders will provide their bank account details along with their Bid in the format mentioned in **Annexure - 5**.

d) 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 university website <http://www.igdtuw.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 IGDTUW authorities for verification at the time of Technical Bid Evaluation in Conference Room, IGDTUW, Kashmere Gate, Delhi -110006.

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 IGDTUW will be out rightly rejected.

(6) **Validity of the Offer:** The Offer shall be valid for 90 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 University 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 University may, at its discretion, extend the last date for the receipt of Bids.

(8) **Clarification of bids:** During opening or evaluation, the university 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 university. 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 all of functional requirements similar to Cloud Based University Student Information System of IGDTUW, 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 university 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 e Procurement 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 University.
- (12) **Prices:** The price shall include **Design, Development, Installation, Deployment, Testing, Security Audit, Existing physical raw data entry and up gradation and migration of online and offline data of existing portal, Maintenance, Regular Backup, Bug fixing, Feature Enhancements, Upgrades, Functional and Onsite Technical training of IGDTUW 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 applicable government Taxes.**
 - 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 6 months after award of contract and final payment will be released after 3 months of successfully deployment,

testing and user acceptance of all modules. AMC will start after successful deployment and user testing of whole system/project.

The bidder will submit the monthly progress report to the university. If the university 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 university authorities and the same will be binding on the vendor. Also, the Vice Chancellor 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. **The vendor must support and maintain the existing examination portal within 15 days of award of the tender.**

- (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) **Security audit to be done by the CERT empanelled vendor.**
 - f) Any other tests/evaluation criteria that IGDTUW 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 IGDTUW. System acceptance certificate will be issued by the university on the satisfactory report of a committee as constituted by the Vice Chancellor 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 university takes over the software after complete testing) is mandatory. There shall be AMC of minimum 05 (FIVE) years after the expiry of warranty. **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 university reserves the right whether to enter into AMC or not. The payment towards AMC will be made by IGDTUW 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 Registrar, IGDTUW, Delhi. 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 University 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., 6.5 years.

- (18) Service Level Agreement:** Selected bidder will have to sign a SLA (Service Level Agreement) with the university for development, deployment, functioning of software, Onsite training of the IGDTUW faculty, staff & other users, updating the software, periodical backup of data for initial period of 6.5 years (6-months development and installation + 1-year warranty + 5-years AMC). An agreement shall be signed between IGDTUW, Delhi and the successful bidder regarding Pre requisite / site preparation (Hardware / system software / networking / manpower requirements), Warranty, License agreement, 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 university.
- (20) Physical Data Entry:** The initial raw data available in physical form across various records of the university has to be entered in the new system and migration of data from existing portal to new portal by the Vendor.
- (21) 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 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) 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 University 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 University.
- (23) Training:** The vendor has to provide general training to all users of IGDTUW, Delhi on the university premises. Exclusive Onsite Training to IGDTUW staff members, as decided by Vice Chancellor, IGDTUW, on the CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM 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 university'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. Bidder has to provide support and maintenance of Open Source software(s) used in **Cloud based University Student Information System**.
- (25) Payment: 75% of the payment mentioned against S. No. 1 of the Financial Bid** will be released by the university 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 university 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 university. During AMC period, payment will be released quarterly. 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) Right to Accept/Reject Bids:** The University 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.
- (27) 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 University business or operations without the prior written consent.
- (28) 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 University.
- (29) 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, IGDTUW 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. Maximum limit of liquidated damages is 20% of the value.

- (30) Suspension:** The University 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 University 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 University.
 - 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 University 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 University.
- (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, IGDTUW 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 University. 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 Delhi.
- (36) Jurisdiction of Courts:** In all matters and disputes arising hereunder, the appropriate Courts at 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 IGDTUW indemnified of any action/damages or other legal proceedings and liabilities that may arise directly or indirectly on IGDTUW with respect to the services provided by the concerned vendor to IGDTUW. Such liability of the

concerned vendor shall always survive irrespective of the duration of any agreement made with the concerned vendor.

Date & Seal

Name and Signature of the
competent authority of the Bidder

Technical Specifications

IGDTUW, Delhi desires to procure a **Cloud based University Student Information System** for computerization of all academic and examination activities of the university so that eco-friendly paperless processing gets implemented. Proposed system must capture the entire workflow and processes of the university. Complete lifecycle of Students (UG, PG and Ph.D) of university 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 university 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. **Cloud based University Student Information System** must have following features:

- 100% Web (Internet / Intranet) based University Student Information 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.
- Both the data center should be located in India in different zones. Data Centers must be ISO Certified and should be certified as per the Government of India Guidelines.
- Regular backup of the complete database and application software is to be maintained at a local server in IGDTUW also. IGDTUW 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 5,000 students, 1000 faculty members and staff members in future.**
- 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 (SBI/BillDesk presently, others may be added at a later stage)
- Facility of Auto SMS and Email Alerts on important transaction executions.
- SMS Pack/gateway, Email services, Domain name, SSL Certificate etc will be in agency scope of work.
- 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, University'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 university through their account only. Digitally signed reports / letters / orders / certificates / notices etc. issued by the university 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.
- 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 university.
- System should be available 24x7.
- Security include virus/malware attacks be the responsibility of vendor
- Provision for matters related to ISO, NAAC accreditation etc can be generated from the system
- Data should be exclusive use of university
- Any changes due to change in government policies etc be implemented without any cost.
- 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 university 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.**

IGDTUW 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 **Cloud based University Student Information System** 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. IGDTUW expects the complete system to go live in 6 months after the order has been awarded. Managed services will also include providing bug fixing, enhancements, upgrades, functional and technical onsite training of IGDTUW 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 **Cloud based University Student Information System**.

However, the bidder has to undertake study of IGDTUW User requirements and develop Cloud based University Student Information System accordingly. IGDTUW Cloud based University Student Information System will have broadly following major modules, however the system must have provision to create new modules and sub modules:

Module: Admission and Online Counseling, Student Information System, Examination Management System, Personal dashboard, Training and Placement Management (Academics and Examination)

- Student Academic Management
- Academic Audit Management
- Training and Placement Management

Sub-module : 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, Enrollment numbers generation.
- 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: University 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 : 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 : 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

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.** IGDTUW 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 the 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 University 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 Financial Years (i.e. 2015-16, 2016-17, 2017-18) and (b) GST Return for the period October 2018 to March 2019.	
3	Bidder should have a minimum turnover of Rs. 40 Lakhs in average for last three financial years (i.e. 2015-16, 2016-17, 2017-18).	(a) Audited Balance Sheets and Statement of Profit & Loss for last three financial years (i.e. 2015-16, 2016-17, 2017-18). (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 / Autonomous Government Institutions) 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 / Autonomous Government Institutions) in India in the last five years.	(a) Work Order. (b) Satisfactory Completion Certificate (c) Client list with contact details.	
6	One single contract worth Rs. 15 Lakhs from assignments executed successfully during the last five years in any of the reputed government	(a) Work Order. (b) Satisfactory Completion Certificate (c) Client list with contact	

	institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities / Autonomous Government Institutions) in India.	details.	
7	Bidder should have its own development facility and should have experience in developing and implementing customized educational university 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 20 technically qualified (B. Tech / M. C. A. or equivalent) professionals as on 01/04/2019 on its rolls at its development facility.	(a) Authenticated list of at least 20 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 March 2019.	
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.	
11	Proposed Project Implementation	Submitted plan for project implementing for IGDTUW	
12	Demonstration of the working version of their similar software	Under taking on company letter head for providing Demo during technical evaluation	
13	Certifications: latest ISO 9001/ latest ISO 27001/ 20000 Certification / CMMI level certificate	Certificate attached	
14	Proof of expertise in developing similar product for a reputed government organization (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities /Autonomous Government Institutions) using Open Source Software .	a) Work Order. (b) Satisfactory Completion Certificate (c) Client list with contact details.	
15	Proof of work in progress in developing similar product for reputed government institutions (IITs / NITs / Central Universities	a) Work Order. (b) Satisfactory Completion Certificate	

	/ Govt. State Universities / Govt. Deemed Universities / Autonomous Government Institutions) in India.	(c) Client list with contact details.	
--	--	---------------------------------------	--

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 of the Bidder

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 University Management System for reputed government institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities/Autonomous Government Institutions) in India in the last five years.	Two	05
		Three	07
		Four or more	10
	A.2 Maintaining / Maintained University Management System for reputed government institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities / Autonomous Government Institutions) in India in the last five years.	Two	05
		Three	07
		Four or more	10
	A.3 Proof of expertise in developing similar product for a reputed government organization (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities /Autonomous Government Institutions) using Open Source Software .		07
	A.4 Proof of work in progress in developing similar product for reputed government institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities / Autonomous Government Institutions) in India.	One	03
		Two or more	05
	A.5 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.6 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		42	
Proposed Project Implementation			
B	B.1 Understanding of Requirements, Proposed Technical Approach, Description of System / Module design for the project.	6	
B	B.2 Proposed Work Plan for the project, Operations, Maintenance, Backup Support	6	

	Plan, Probable risks / problems and mitigation plans		
	Total Maximum Points for item B		12
C	Availability of key Professional Staff and Competence for the assignment (Attach an Authenticated list highlighting their Name, Designation, Highest Qualification, Name of University 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. or equivalent) Professionals	20 to 50	2
		50 to 100	4
		More than 100	6
	Total Maximum points for item C		6
D	Demonstration		
	Demonstration of the working version of their similar software with at least 50% functioning of the module's requirements as specified for the proposed CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM. Admission and Online Counseling, Student Information System, Examination Management System, Personal dashboard, Training and Placement Management, (Academics and Examination).		40
	Total maximum Points for item D		40
Grand Total of Points for Technical Evaluation			100

NOTE: The bidder who scores at least 40 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 IGDTUW 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 University 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:

$$\text{FSB} = (\text{Bid amount of the lowest bidder} / \text{Bid amount of the concerned bidder}) \times 100$$

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. IGDTUW will evaluate and compare the bids that have been determined to be substantially responsive using the following formula:

$$\text{FES} = [0.60 \times \text{TSB} + 0.40 \times \text{FSB}]$$

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 of the Bidder

Annexure – 1

Table of Contents

(To be uploaded as Page - 01)

S. No.	Description	Page Nos.
01	Certificate regarding page numbering	
02	Brief Profile of the Company	
03	Registration / Incorporation Certificate of the company	
04	Income Tax Return statement for the last three Financial Years (i.e. 2015-16, 2016-17, 2017-18) and GST Return for the period October 2018 to March 2019.	
05	Audited Balance Sheets and Statement of Profit & Loss for last three financial years (i.e. 2015-16, 2016-17, 2017-18).	
06	Copies of Work Orders, Copies of Satisfactory Completion Certificate, Client list with contact details for Point 4, 5, 6 ,14, 15 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 university management software without direct / indirect involvement of any third party.	
08	Authenticated list of at least 20 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 March 2019 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 of the Bidder

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: Registrar, IGDTUW					
Name of Work:					
Contract No:					
Bidder Name:					
<u>PRICE SCHEDULE</u>					
(This BOQ template must not be modified/ replaced by the bidder and 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	Text
S No	Item Description	Quantity	Units	Total Amount without taxes	Total Amount without taxes (in words)
1	Basic Cost of Design, Development, Installation, Deployment, Testing, Existing Maintenance, Regular Backup, Bug Fixing, Feature Enhancements, Upgrades, Functional and onsite training of IGDTUW personnel and complete support inclusive of 1 year warranty after hand holding.				
1.1	Admission and Online Counseling, Student Information System, Examination Management System, Personal dashboard, Training and Placement Management (Academics and Examination)	1	Job		
2	Cost of AMC for Five years after expiry of one-year warranty period				
2.1	Cost of AMC for First Year	1	Job		
2.2	Cost of AMC for Second Year	1	Job		
2.3	Cost of AMC for Third Year	1	Job		
2.4	Cost of AMC for Fourth Year	1	Job		
2.5	Cost of AMC for Fifth Year	1	Job		
3	Total in figures (INR)				
4	Total in words (INR)				
The rates quoted above are inclusive of all charges except applicable government taxes.					

Annexure-4

(Format for Annual Turnover)

ANNUAL TURNOVER

S. No.	Annual Turnover w.r.t. item quoted			Remarks (if any)
	2015-16	2016-17	2017-18	
(1)	(2)	(3)	(4)	(5)

Signature of the Chartered Accountant 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.

Annexure-5

Bank Account details of Bidder

Bidding Details	Tender No.	
	Name of Work	
	Closing date & time of Tender	
	Bidder's Name	
Bank Details <i>(upload a cancelled cheque for verification of these details)</i>	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 Registrar
IGDTUW,
Kashmere Gate, Delhi-110006.

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 IGDTUW, Delhi (hereinafter called the IGDTUW). 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 IGDTUW 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. 6.5 years, to the satisfaction of the IGDTUW 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 IGDTUW stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the IGDTUW 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 IGDTUW by amount so demanded by the IGDTUW, notwithstanding:
 - (i) any dispute or difference between the IGDTUW 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 IGDTUW 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 IGDTUW 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 IGDTUW 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 IGDTUW 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 IGDTUW hereunder any sum outstanding to the credit of the IGDTUW with it.

6. We (the name of the Bank) further agree with the IGDTUW that the IGDTUW 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 IGDTUW 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 IGDTUW or any indulgence by the IGDTUW 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 IGDTUW 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:.....

Annexure - 7

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 IGDTUW, Delhi and successful bidder for executing the Cloud based University Student Information System Project. SLA defines the terms of the Bidder's responsibility in ensuring timely implementation and satisfactory performance of the CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM 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 IGDTUW functioning and detailed assessment of functional requirements for SRS preparation for CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM

Baseline Metric	T + 1 Months
Lower Performance Metric	T + 2 Months
Violation of SLA	More than T + 2 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+3 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 + 5 Months
Lower Performance Metric	T + 6 Months
Violation of SLA	More than T + 6 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+7 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 + 6 Months
Lower Performance Metric	T + 7 Months
Violation of SLA	More than T + 7 Months
Penal Action in case of Violation of SLA	<p>Warning letter may be issued and a meeting with authorities above the Project Manager in the Bidder's organization may be called.</p> <p>If the duration for execution of the activity extends beyond T+8 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.</p> <p>If the duration for execution of the activity extends beyond T+12 Months, it may lead to contract termination.</p>
Basis of Measurement	This service level can be measured in terms of the User Acceptance Reports.

1.d) Onsite Technical Training of CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM to all types of User (faculty, officers, staff, student etc.)

Baseline Metric	All the trainees have been imparted training on CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM modules within 15 days from the date of Go-live .
Lower Performance Metric	All the trainees have been imparted training on CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM 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	<p>Warning letter may be issued and a meeting with authorities above the Training Manager in the Bidder's organization may be called.</p> <p>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.</p>
Basis of Measurement	N. A.

2. Post Implementation Phase

2.a) Measurement of SLA: The Measurement of SLA parameters shall be decided by IGDTUW 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 IGDTUW's ability to perform its duties, inability to perform office functions. For example, the non-availability of complete CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM 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 IGDTUW to perform its duties, inability to perform office functions. For example, the non-availability of some module or sub-module of the CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM 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 IGDTUW 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 CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM 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 IGDTUW'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 IGDTUW shall have the right to terminate the contract. Total penalty will not exceed 20% of the value.

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 CLOUD BASED UNIVERSITY STUDENT INFORMATION SYSTEM 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 university data: Bidder has to provide 100% fail-proof mechanism to prevent unauthorized **access, usage, theft and loss of university'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: _____