TENDER DOCUMENT
FOR
PROVIDING ONSITE SERVICES ON SINGLE PLATFORM SOFTWARE FOR VARIOUS MODULES, WITH IMPLEMENTATION & MAINTENANCE

For

GUJARAT UNIVERSITY,
AHMEDABAD

Ref No   : GU103_2019_06

Date of Issue   : _____

Last date of Submission   : _____

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1. **Invitation of Tender**

Gujarat University campus is spread over 260 Acres of land comprising of several buildings (about 40+) to house various teaching departments, offices, Hostel, Guesthouse, Convention centre etc. The University has constructed Smart Classes in various departments. The Gujarat University is the oldest university in the state catering to the needs of higher education of more than three lakh students scattered over 300 colleges, 22 recognised institutions and 24 approved institutions. There are 36 Post-Graduate University departments and 221 P.G. Centres.

Gujarat University invites Tender for End-to-End onsite services from Reputed Software Consultancy Firms for the automation of the following Processes with latest technology available and with skilled full manpower for 3 years along with the training to the university staff members.

Examination modules include REGULAR and EXTERNAL students (For Fresh/Repeater and PART-ATKT).

Modules to be developed and implemented under Single Window online software Platform:

1. **Online Pre-Registration**
2. **Eligibility Module**
3. **Migration Module**
4. **Admission Module**
5. **Online Exam Form Module**
6. **Online Admit card and PRE exam Reports module.**
7. **Attendance Module (Students).**
8. **Digital Question Bank & Paper generation module.**
9. **Result Processing for all courses**
10. **Rechecking & Reassessment module**
11. **Online Entrance Examination**
12. **Online Result / Mark sheet publication and Convocation.**
13. **Online Examination Module.**
14. **Online Internal Assessment Marks Module.**
15. **Online Result, Grade Card & Mark sheet Module.**
16. **On Screen Evaluation System**
17. **Exam, Tuition, Hostel, Mess Fees or Any other financial transactions related to the System.**
18. **Academic Module (including Teachers' Credit System)**
19. **Online Learning Management Module**
20. **Learning Material Digital Storage System**
21. **Online Recruitment Module**
22. **Employee Records managements**
23. **Employee Attendance System**
24. **Online Leave Management**
25. **Pay Role Module**
26. **Financial Accounting integration**
27. **Budgeting**
28. **Contingency Management System**
29. **Study Centre Management**
30. **Alumni Database**
31. **Purchase, Inventory & Asset Management**

32. **Application Tracking System**
33. **Vehicle Management System**
34. **Guest House Booking Management**
35. **NAAC Certification Preparedness Module.**
36. **Event Management Program**
37. **Academic department-Affiliation/recognition etc**

System Admin & Control Management for all modules

❖ Free Integration of existing software Modules and past/current Data that are in use by Examination Branch and Rollwala Computer Centre/other departments with the proposed Single Window main frame Software Module without charging on Gujarat University.

VENDORS having experience of successfully execution of similar projects are invited. The tender will be available at Gujarat University website https://www.gujaratuniversity.ac.in/ and nProcure website https://www.nprocure.com. The TENDER shall be submitted along with the necessary supporting documents with Tender Processing fee and EMD as per dates and time mentioned in the tender document.

This TENDER document contains the scope of work, qualifying requirements, terms and conditions, forms and procedure for submission of proposal for interested vendors. The Bidder submits a detailed technical and financial proposal (Two BID System) for the objectives set forth in this TENDER document. GUJARAT UNIVERSITY reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained.

Note: In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice–Chancellor, Gujarat University and the same will be Governed by the provision of Arbitration act 1940 in Ahmedabad, Gujarat.

Sd/-
Registrar
Gujarat University
AHMEDABAD, GUJARAT, INDIA.

2. Tender Process

The Registrar, Gujarat University, invites e-tender offers in 2-Bid form from eligible, reputed agencies for Providing Onsite Services on Single Platform Software for various modules, with Implementation & Maintenance at Gujarat University, Ahmedabad as per the details given in this Tender Form.

e-Tender Form document may be downloaded from n-Procure website (www.nprocure.com) or Gujarat University website (www.gujaratuniversity.ac.in) by any interested eligible bidder.

Important dates and details are given below:

Tender Reference	GU103_2019_06
Name of the Project	ERP Based University Management System - Providing Onsite Services on Single Platform Software for various modules, with Implementation & Maintenance with skilled manpower.
Estimated cost of the project per year	Cost of the project will be counted as per numbers of fresh students of the university in various courses of all years (student will be counted once for whole year)
Tender Submission Fee (Non-Refundable)	Rs. 25,000/- (Twenty-Five Thousand only)
Earnest Money Deposit (EMD)	Rs. 5,00,000/- (Five Lakhs only)
Delivery Period	30 days for student life cycle modules 120 days for other modules
Publication and Downloading of tender document start from	18-Jul-2019
Pre-Bid Meeting to provide details about requirements	29-Jul-2019, Monday, 15.00 Hrs. at Room No. 39, 1st Floor, Gujarat University main building, Navrangpura, AHMEDABAD-380 009
Last Date for downloading of tender documents	08-Aug-2019, 17.00 Hrs.
Last Date for online submission of prices through n-Procure	08-Aug-2019, 17.00 Hrs.
Last Date and Venue for submitting Tender document, DDs and other documents in hardcopy	09-Aug-2019, 14.00 Hrs. at Room No. 38, General Section, 1st Floor, Gujarat University main Building, Navrangpura, AHMEDABAD-380 009
Date and Time of Opening of Technical Bid in presence of Bidders	09-Aug-2019, 15.00 Hrs. at Room No. 39, 1st Floor, Gujarat University main building, Navrangpura, AHMEDABAD-380 009
Date and Time of Opening of Commercial Bid	Will be communicated later
Validity of quoted Prices	180 Days
Gujarat University Website	www.gujaratuniversity.ac.in

Contact Numbers	Phone: (079) 26300164, 26300877
Technical Demonstration	Will be communicated later.

- COMMERCIAL RATES AND PRICES MUST BE SUBMITTED ONLINE THROUGH nPROCURE ONLY. It is also important to submit the duly filled-in tender document (WITHOUT COMMERCIAL PRICES) along with DDs and supporting documents with page numbering and signature with stamp on each page in a sealed envelope at the address mentioned above.

- **Separate** DDs in favour of "Registrar, Gujarat University" payable at Ahmedabad for Prescribed Tender Processing Fee and Earnest Money Deposit (EMD) from nationalized bank must be enclosed with the sealed envelope as mentioned in this tender document. Offers received without DDs will be rejected.

- Detailed Technical Specifications, Terms and Conditions, various format and proforma for submitting the tender are described in tender document and its **Annexures**.

- Do not change this tender document. Any change/s made in the tender document by the bidder will lead to disqualification.

- The Pre-Bid meeting will take place at the address, date and time mentioned in this tender document. The interested bidders may depute their representative with authority letter to remain present in the Pre-Bid meeting. **It is desirable to remain present at the Pre-Bid meeting to understand scope of the project.**

3. Pre-Qualification (Eligibility) Criteria:

GUJARAT UNIVERSITY invites Tender only from experienced Software Consultancy Organizations (henceforth, will be referred to as Vendor) as single entity or in consortium (restricted to 2 partners only) with expertise in software Development. Customization, Maintenance, Management and User support with Onsite services the following terms of Reference (TOR). In case of Consortium both or either of the partners should fulfil the following criteria to be eligible for tender submission.

I.   The Bidder shall be registered as a Company, Firm or Society under respective acts in India and should have prominent presence in existence in India.

II.   The Bidder should have the presence in Indian IT Market at least from the last 10 years with registered Office and logistics facility for easy access and availability of upgrades in India to ensure the proper backend support for smooth execution and post-sale support operations of such kind of geographically widespread network.

III.   The Bidder (in case of consortium both agencies) must have experience of minimum 5 years in supplying/customising Examination/Educational Software solutions/Services in Education Segment.

IV.   The Bidder should have experience of minimum 5 number of Universities or Education boards (among which 1 must have more than 1,50,000 students of single state board/university) of implementing/customising Educational/Examination related Software solutions/Services.

V.   The Bidder should have experience of working/providing Software services to examination related work of at least 1 University within Gujarat State.

VI.   The Bidder should have experience of online admission process with reshuffle round of 50 thousand students in a single year with minimum five courses.

VII.   The Bidder should be capable of delivering all the required modules of the system. No third-party Subcontracting will be allowed.

VIII.   The bidder/Agency should have clean legal record without any evidence of being Blacklisted by any Government Agencies/organizations, Universities, and Educational Board without being debarred from bidding in any Government/Educational organisation. Notarized affidavit is to be submitted.

IX.   Performance/successful job completion certificate to support above experience claim from any Organization of repute.

X.   **Following certificates are mandatory;**
   - i) Company Registration
   - ii) Shop & Establishment
   - iii) PAN Card copy
   - iv) GST Registration Certificate copy
   - v) Professional Tax Registration.

XI.   Valid ISO 9001-2008 & ISO 27001 : 2013 Certification is must.

XII.   Income Tax returns of the last three financial years are must.

XIII.   The Turnover of the Bidder should be more than Rs. 1.00 CR for each last three financial years in the similar business. Audited Balance sheet from CA should be attached. (Turnover shall be from sales/service from Admission/Examination/UMS Related activities, not from general hardware or goods supply).

XIV.   The Agency shall have clean legal records or should not be blacklisted by any Govt. organization University /Education Board or nor debarred from bidding in any govt. organisation. Notarized affidavit is to be submitted.

XV.   The bidder should have local presence for smooth execution of Project.

XVI.   All the above claims by the Bidder should be supported by authentic documents and verifiable Certificates.

4. General Conditions:

I. This Invitation for Bids is open to all service providers.

II. Selection of Bidder will be made purely on merit, past experience and reputation. As the work to be entrusted is of very sensitive and important nature, merely quoting lower rates will not make the Bidder eligible for selection.

III. **Bidder Experience:** The Bidder should have an ability to satisfy our requirements and should have an experience for similar kind of supply and Installation of Admission and Examination Processing Software System in any Government/Educational Organization, Public Sector undertaking or Private Sector. The offer should accompany the Proof for the same in terms of supporting documents like Customer Purchase order copies, Past Experience and Past performance supporting documents clearly mentioning the Name of the customer, order value with Satisfactory Completion certificate issued by the customer for establishing the credibility of the Bidder.

IV. Should have technically qualified and well-experienced strong in-house resource based on company role.

V. There should be no overwriting in the bidder's offer. If required, striking out entries and writing afresh the bidder can make corrections. The initials of the bidder's authorized person and the seal of the bidder's company must verify each correction. All rates given in this tender must be expressed as Unit Price as stated in Appendix. After award of the contract, if the bidder does not perform the work satisfactorily or delays the execution of the contract, GUJARAT UNIVERSITY reserves the right to cancel contract and get the balance contract executed by another party of its choice. In such case, no payment shall be remitted to the bidder and his EMD shall be forfeited.

VI. **Cost of Bidding**
   a. The Bidder shall bear all costs associated with the preparation and submission of its bid and the University will in no case be responsible or liable for these costs,

VII. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

VIII. **Period of Validity of Bids**
   Bids shall remain valid for the period as mentioned in this tender document (for one-time purchase) after the date of bid opening prescribed by the University. A bid valid for a shorter period shall be rejected by the University as non-responsive.

IX. **Late Bids**
   Any bid received by the University after the deadline for submission of bids prescribed by the University, will be rejected and/or returned unopened to the Bidder.

X.   **Clarification of Bids**

During evaluation of bids, the University may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

XI.   **Contacting the Purchaser**

No Bidder shall contact the University on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the University, it should do so in writing. Any effort by a Bidder to influence the University in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

XII.   **University's Right to Accept Any Bid and to Reject Any or All Bids**

The University reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders.

XIII. **Authorized Signatory:**

The 'Applicant' mentioned in the TENDER document shall mean the one who has signed the TENDER document form. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative. All the sheets and the forms submitted by the vendor shall be signed by the person/persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp.

XIV.   **Signing of Contract**

At the same time as the University notifies the successful bidder that its bid has been accepted, the University will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract and return it to the University. If bidder fails to do the same, his EMD will be forfeited and next bidder will be called for agreement. The successful bidder has to deposit performance bank guarantee within 10 days of award of order, from nationalized bank worth Rs. 25,00,000/- (Rs. Twenty-Five Lakh only) for period of 5 years from successful implementation.

XV.   **Delays in the Supplier's Performance**

Delivery of the system shall be made by the Supplier in accordance with the time schedule specified by the University. If at any time during performance of the Contract, the Supplier should encounter conditions impeding timely delivery of the system components. The Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the University shall evaluate the situation and may, at its discretion, extend the Supplier's time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

XVI.   The successful bidder must train the University's designated staff for the Operation free of cost.

XVII.   **Prices and Taxes:**
   a.   Prices must be per student per year basis (Only regular-fresh student count will be taken for calculation of payment, repeater or PART/ATKT student count will not be calculated).
   b.   Prices quoted by the Bidder should be inclusive of all types of taxes etc., complete and delivery at UNIVERSITY. The rates should be quoted inclusive of supply, installation, manpower, training, commissioning, acceptance, insurance, complete source code, warranty and maintenance during warranty period and delivery as per schedule.
   c.   Contract period will be five years subject to obtain satisfactory report every year from the university.

XVIII. **Deliveries and Completion**:
   The job of setting up of the System at the specified location of UNIVERSITY must be completed as per the universities timeline and work should be started immediately.

XIX.   **Terms of Payment:**
   a. Agency has to generate bill as per students count of all the years of the all courses as per numbers of fresh students (ATKT/Repeater/Part Students Count will not be considered for payment). Courses having semester system students count will be average of odd and even semester of the particular year.
   E.g. BBA Course is three years and there are six semesters, the count of students will be calculated as follows.
   Year 2019-20

Class	Semester	Fresh Student	Student Count as per Average Students
FYBBA	I	1200	1175
	II	1150 (student may leave after sem-1)	
SYBBA	III	1150	1125
	IV	1100	
TYBBA	V	1100	1075
	VI	1050	
TOTAL COUNT FOR PAYMENT			3375

   Bills will be generated quarterly.
   b. Considering all the fresh student count and Based on number of successful transactions during the year, bills can be generated quarterly.
   c. Work Satisfaction report must be attached (Certificate obtained from every department head) with every bill.
   d. It shall be certified by the Registrar, Controller of Examinations and Director, Rollwala Computer Centre.
   e. **Deductions:** Any payment that may be made to the agency in respect of the supply of the material/services in terms of the tender will be subject to the deduction of taxes applicable at source at the rate in force from time to time.

XX.   Submission of Tender:
For the purpose of selection of the bidder, a two-stage bidding process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid (Physical Hard Copy) and Commercial Bid (Online). Technical bid must be submitted in sealed envelope as mentioned in the tender document.

Technical bid should contain documents as per Form A

Commercial bid should be done online on www.nprocure.com website as mentioned in the tender document.

5.   Evaluation of the Tender :
Evaluation under Combined Quality Cum Cost Based System shall be carried out by following the criteria given hereunder;

Sr.No.	Criteria	Weightage (100%)
1	**Technical Section**	**80%****
		(on Scale of 100)
	Overall Experience • Experience of working in Education Segment for more than 10 years – 20 Marks • Experience of working in Education Segment between 8 to 10 years - 10 Marks • Experience of working in Education Segment between 5 to 7 years - 5 Marks • Experience of working in Education Segment for less than 5 years - Not qualified	**20**
	Past Experience of assignments of similar nature of computerization (Supply / Services); • Minimum 15 Assignment- 15 • Minimum 10 Assignment- 10 • Minimum 7 Assignment- 5 • Less than 5 Assignment- Not qualified	**15**
	Past experience of online admission process in a single year • More than 75000 student with 10 courses-10 • Less than 75000 student with 5 courses -5	**10**
	Methodology, work plan and understanding of the assignment- Based on Documents (Technical proposal) submitted.	**20**
	Demonstration of the System. (Weightage will be given for **readiness** of the System with reference to the user requirement, scores will be given by the committee according to the demonstration and readiness of the system)	**20**
	Turnover of the firm; • Above 5 CR - 10	**10**

	• 3 CR to 5 CR -07 • 1 CR to 3 CR - 05 • Less than 1 CR – Not Qualified	
	Professional Competence of the team members (Refer **Annexure – X** for details)	**5**
	Total	**100**
2	**Cost Section**	**20%**
	Estimated cost for the present assignment (Refer **Annexure VIII** for details)	**20**

In the absence of all other mandatory documents such as company registration, GST etc. the bid is summarily rejected without assigning any points.

**The minimum qualification marks in technical section shall be 50, interested agency shall have to achieve minimum of 50 marks out of the 100 marks (weightage 80%) to get qualified

The envelopes containing the technical bid shall be opened first and the scores will be given according to criteria mentioned in above table. The technical bid will be allotted weightage of 80% while the Time-cost section will be allotted weightage of 20%. The bids having minimum of 50 marks out of the 100 marks in the technical section shall be shortlisted. The time of presentation of those shortlisted bidders shall be informed to the shortlisted bidders. Proposal with the lowest cost will be given a financial score of 100. The Financial score of the other proposals will be computed by employing the formula LEC / EC, where LEC stands for lowest evaluated cost and EC stands for evaluated cost. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations if required and can be recommended for award of contract.

For example:

The University will open the Commercial offers of only those Agencies whose total Technical Scores out of 100 as measured above is 50 or above.

The Technical Scores (of eligible Agencies only) will then be normalized with respect to highest score obtained by applying the formula:

(Score Obtained / Highest Score Obtained) * 100 = say A

The University will also rate the Agency's commercial offer and normalize with respect to lowest offer by applying the formula:

(Lowest Offer/ Offered Rate) * 100 = say B

The University will then convert these normalized values A and B by giving 80% weightage to Technical capability (A) and 20% weightage to commercial offer (B) by applying the formula:

(A * 80 / 100) + (B * 20 / 100) = say C

The highest C value obtained by an Agency will be awarded the contract.

The decision of the University in the evaluation of Tender shall be final. No correspondence will be entertained in this regard.

The University may ask for meetings with the Agencies to evaluate its suitability for the assignment.

While the above procedures lay down the overall guidelines, GUJARAT UNIVERSITY, Ahmedabad, Gujarat reserves the right to select the Bidder based on other parameters at its discretion.

Delivery of Tender: The hardcopy of the online submitted tender shall be submitted at the address mentioned in this tender document on or before the date and time mentioned in this tender document.

6.   Selection of Vendor:

1. UNIVERSITY shall publish tender through an e-tendering site

2. The interested vendors may carry out the study of the requirements at their own cost, based on the Terms Of Reference (TOR) of UNIVERSITY.

3. The interested vendor shall submit a detailed Technical and Financial Proposal as per the tender document.

4. The technical proposals submitted by the vendor shall be evaluated by a Technical Evaluation Committee.

5. The short-listed vendors will be required to provide detailed demonstration of similar types of works undertaken by them earlier, on specified date as will be decided by the University, in consultation with the vendor.

6.   The financial proposal of the short-listed vendors will be evaluated by the Evaluation Committee formed by the authority of the UNIVERSITY.

7. In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice–Chancellor, Gujarat University and the same will be Governed by the relevant provision of Arbitration act 1940 in Ahmedabad, Gujarat.

7.   Scope of Work:

Detailed Scope of Work:

Proposed System Features:

The University desires to implement a comprehensive University Process Management System with full-fledged web enabled Software system for various activities conducted by the University based on the various rules of council and UGC GUIDELINES as well as University regulations. All web-based development should be mobile compatible format or web responsive. The complete scope of work includes list of modules described in section - 1 however if any other requirement arises during contract period for the university the agency must develop it within defined timeframe at free of cost. The agency must provide full skilled manpower for system.

The software & Services shall include, but not restricted to the following:

Migration of old data to new system.

1. **Admission**

The scope for the entire admission process includes the following:

1   The Online Registration by Students to enter marks of qualifying exam either by students or uploaded by system on the basis of Databases in developed module link with University/Government /University Permitted Server with sufficient capacity.

2   In case of requirement during Online/Offline process, Instruments such as LCD Multimedia Projectors/Desktops/Laptops/Printers must be provided.

3   Registration of Participating Colleges/Institutes for admission in various courses (Commerce, Science, Education, Law & Arts) and uploading seat matrix of their courses.

4   Data, marks and other related document, verification by stake holders and agency.

5   Generation of merit of registered students on the basis of criteria decided as per admission rules by modules/system.

6   On site presence and services are required.

7   Seat allotment in preferred courses to student as per merit matched in that courses on line or offline by the system as per decided by University time to time.

8   Payment of fees at prescribe bank counter and online confirmation in Bank Modules by the Bank decided by Gujarat University.

9   Admission confirmation upon payment of fees and reporting to allotted courses of the College/Institute through online confirmation by the college/Institute in Participating Institute modules without dependency by Bank Confirmation.

10   Reshuffling for Vacant seats as per detail furnished by College/Institute for the interested students given consent online as well as new Registered students (If University decides)

11   Online generation of various reports as per requirement by Admission Committee and University   for payment of Fees to Allotted College/Institute course wise student wise and details of fee differences paid by students during movement to various courses and details of payment of refund of fees cancelled/withdrawn students.

12   Generation of Information/Enrolment /Registration forms and Examination forms as per the details decided by University from the admitted students data stored in modules.

13   Other students' related activities such as online tuition fee submission, ID card soft copy/ print version, Exam admit card soft copy/print version.

14   Email & SMS confirmation to students at all stages of Registration & Admission process.

PHASE I – Online Admission Form generation and submission

PHASE II- Merit List Preparation and publication

PHASE III- Online Counselling & Online Admission

PHASE IV-Payment Status

PHASE V- College Reporting

PHASE VI- Re Shuffling

2. **Examination Management**

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

   2.1 Pre-Examination
   For each Examination/Course, Examination Form Entry and Generation and printing of Seat Nos, Candidate Lists, Admit Cards and all required statements

   2.2 Post Examination
   Enter Internal Marks and other marks like practical, seminar, project, viva, etc. as per the requirement of the course and subject.
   Assembling of External and Internal marks after totaling, wherever required, for each student as per the structure of the course. Generate and Provide Frequency Distribution Reports of external marks for each subject and examination to facilitate general gracing. Apply General Gracing as per requirements of the University for each subject and examination. Prepare Result for each student based on the structure and relevant ordinances of the University for each Course. Generate and print statistical reports and Notifications for each course as per requirement of the University. Print Statement of Marks (Mark Sheets), Office Registers and College Registers. Submission of selected Answer Books to University for Rechecking/ Reassessment as required. Prepare and Print NEW Result/ Notification/Mark Sheet/OR/CC for correction after Rechecking/Reassessment/With-held cases/ Correction cases/Duplicate MS requests, etc. Generate and Print Rank Certificates/Medal Data List as per University requirement. [The University will provide necessary blank stationary for printing of Statement of Marks (Mark Sheets) only. The agency will have to provide required stationary for ALL other printing requirements like Statements, Reports and Resisters as mentioned above for Pre as well as Post Examination work.

3. **Academic Module**

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

4. **Online Learning Management Module**

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

   Concerned faculty members which have been assigned for the assignment or other evaluation are automatically informed via mail/sms and do the necessary evaluation in the portal. Learner will get all kinds of information in the portal which is necessary for them.
   There should be analytical tool, online quiz, discussion forum, facility for live classes in the. The portal should have most of the facility like module – open source LMS. The LMS (Learning Management System) should be completely customized and fully integrated with student portal.

5. **Learning Material Digital Storage System**
   All kinds of materials like pdf, e-book, video, audio etc are stored in the portal with structured repository, so that it can be searchable by anyone who are using this. In objective of this module is to store the learning material in more structure in usefu Online Learning Management module.

6. **Online Recruitment Module**

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

7. **HR Management**

   This module should handle all processes of the employee from recruitment to retirement including career advancement of teachers and maintenance of rosters of reservation for SC/ST & OBC for recruitment and promotion. In addition to it, there should be a facility for committee creation among staff members and communication among committee via email & SMS notification.

   This module should keep the attendance of all employees of Gujarat University and must be linked with the finance module and online leave management system of HR

module. The module should be integrated with biometric authentication and/or login system of computer and/or smart card system. Whenever user login to his PC/smart card system, attendance should be automatically taken. Customized reporting facility should be there.

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

8. Finance Management Module

This module should be integrated with the existing Tally Server of Gujarat University and incorporated with various functions like pay role, loan management, income tax calculation, recovery & arrears management, bank reconciliation etc with the proposed software.

In addition to its budget estimate & allocation, re-appropriation of budget allocation, expenditure management (department wise), contingency management, salary slip generations in the staff module, all kinds of digital transaction record management, existing offline Challan record management, study centre wise share money management, sanction of money against requisition sent by the various department.

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

9. Study Centre Management and external students management

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

10. Alumni Database & Portal Management

This module should help building online alumni community and quality interaction between the University and its alumni. Portal features should include discussion forums,

exchange, donation opportunity etc. All the passed out learners should automatically moved to alumni section.

11. Purchase, Inventory & Asset Management

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

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

12. Application Tracking System

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

13. Vehicle Management System

This module should help to keep track of scheduling of vehicles, routes, reservation, booking etc. This should also keep track of maintenance of vehicle, logbook containing comprehensive vehicle details, insurance, maintenance details etc. The system should have facility to integrate with GPS (Hardware) through API or other services in future.

14. Guest House Management System

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

15. NAAC Preparation Software

The NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC) is an autonomous body established by the University Grants Commission (UGC) of India to assess and accredit institutions of higher education in the country.

Vendor needs to prepare system for Inspection Preparedness for powerful, ad hoc reports and dashboards, with no IT help. Data are then imported according to NAAC's required format. All other reports for AISHE, NAAC, MHRD, UGC, GOG, GOI or any other agency must be prepared by software/agency.

16. Event Management Program

Event management program will provide full support for managing event including online payment integration and online submission of students details.

17. System Admin & Control Management

The module will be used by the IT Cell of the university under digitization committee and designated officer will be the super admin of the ERP. From this panel, the admin can assign the role to each person in each department. Each department may have admin and create the user for their department. The module should provide log facility in order to monitor the activities inside the software. There need to be one option to send message from the admin to all or selected staff members of the Gujarat University.

In this module, committees can be created among the staff member of Gujarat University and send mail/SMS to the committees.

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

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

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

As per the scope of work defined above, the Project covers maintenance and up-gradation of the above-mentioned applications. The vendor team has to follow complete Software Development Life Cycle (SDLC) for each of the application developed and implemented in GUJARAT UNIVERSITY. The complete manuals and documentation of all the modules/systems must be provided to the university. If needed, additional manpower may be hired for the additional activity after assessment of the actual manpower requirement, however, no expenses towards this shall be borne by the University.

8   Terms and Conditions :

(i)   The vendor shall be responsible for all the development, implementation, testing, maintenance, support, future enhancements, documentation, operations, training and management of applications. The vendor should carry out all the modifications /updation/additions/deletions in the applications whenever required by GUJARAT UNIVERSITY. GUJARAT UNIVERSITY will provide information in English.

(ii)   The vendor before performing updation in the applications should carry out an impact analysis and the report should be submitted to GUJARAT UNIVERSITY for its approval. After getting the approval, changes may be incorporated in the system. If a re-design of the application is required, then the vendor should take up this task with the consent of GUJARAT UNIVERSITY. The vendor should take consent of the University if there will be any change (s) in the team/team members.

(iii)   The vendor shall be responsible for the complete turnkey operation of the IT systems (both software made available by vendor along with Hardware provided by the University) to ensure a minimum of 99.5% uptime availability of all the applications under this project. It shall also ensure following deliverables from the team deputed.

(iv)   Complete Software Development Life Cycle (SDLC) should be followed for each application.

(v)   Proper Documentation with versioning of all the applications should be maintained like SRS, High Level Design, functionality document (process document), user manual, test case report, test evaluation report, Impact Analysis Report, Change Document etc.

(vi)   All the changes in the applications should be properly documented and reflected in respective documents.

(vii)   Any change in the application should be done through change request form, after completing the change a request closure form should be filled.

(viii)   A log should be maintained for all the changes done in the application or database.

(ix)   Proper coding standards should be followed in all the applications.

(x)   Periodic code review should be done for improvement in source code.

(xi)   Code & query optimization should be done to the extent possible.

(xii)   Proper testing should be done for the changes done in the application or database.

(xiii)   Ensure proper backup of application and database as per the approved backup policy.

(xiv)   In case of eventuality, it has to be ensured that the downtime is minimum, and system is restored with no data loss.

(xv)   It should also be ensured that all the security measures are undertaken to prevent vulnerabilities/threats/hacking of application or data theft.

(xvi)   The vendor shall be responsible to maintain the confidentiality of application, data and any other information and make sure that information is not shared outside the designated sections of GUJARAT UNIVERSITY. The required confidentiality agreement shall be signed by the Agency as well as by each team member deployed by the vendor at GUJARAT UNIVERSITY.

(xvii) Any software including source code shall be the property of GUJARAT UNIVERSITY. Software, Documents, Information and other elements of the project shall have the copyrights of GUJARAT UNIVERSITY unless some copy right material is used with due permission of any third party.

(xviii) Proper versioning of source code should be maintained and supplied.

(xix) It should be insured that uploading of the modified application in the live servers is carried out with due care to avoid any wrong upload or accidental file replace.

(xx) The vendor shall comply the security and hosting requirements of the set up.

(xxi) The onsite team shall also be responsible for giving demo & presentation of application as and when required.

(xxii) Preventive maintenance shall be carried out on the database and functioning of the application to handle large volume of traffic.

(xxiii) Customer support should be provided for user problem and queries.

(xxiv) Vendor shall extend full support for Daily backup of Database and applications maintained at University server during Development / ACMC / warranty period. Reporting required from the vendor.

- Weekly & monthly, reports with Project Status & open issues.

- Weekly/fortnightly/monthly Performance Monitoring Reports for the Application.

- Updated system design documents, requirements specifications etc.

- Updated user manuals, administration manuals, training manuals etc.

- Software change logs etc.

(xxv) If there be any dispute, it will be referred to an arbitrator to be appointed by the University for decision and award. The award or decision of the arbitrator shall be final and binding on both the parties.

(xxvi) **Cancellation of Contract:** In case of any breach of any terms and conditions by the successful bidder / contractor, GUJARAT UNIVERSITY, Ahmedabad, Gujarat reserves the right to cancel the agreement by giving 7 days notice to the Bidder.

(xxvii) **Liquidated Damages:** If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the University shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% per week of the value of undelivered price of the Goods or unperformed Services limited to 05% of value of services requisitioned. Once the maximum is reached, the University may consider termination of the Contract.

(xxviii) **Termination for Default:** The University may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or part at risk & cost of defaulting Supplier:

      a. If the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the University, or

b. If the Supplier fails to perform any other obligation(s) under the Contract, or

c. If the Supplier, in the judgment of the University has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

d. Source code of the product/software shall be the property of the University.

For the purpose of this Clause:

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

(xxix) **Warranty:** The Supplier warrants that the system supplied under this Contract are highly customized, of the most recent or current models and accepted at the final destination indicated in the Contract. The University shall promptly notify the Supplier in writing of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall, within the period specified in by the University and with all reasonable speed, repair or rectify the defects in the System or parts thereof, without cost to the University other than, where applicable, the cost of inland delivery of the repaired or rectify to the final destination. If the Supplier, having been notified, fails to remedy the defect(s) within the period specified, the University may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the University may have against the Supplier under the Contract.

(xxx) Conditions during Warranty

The Bidder should fulfill following conditions during the warranty: -

(i) Catastrophic Failure: Catastrophic failure will be defined as total failure of System. Any such fault will be attended to and rectified by the Supplier within 12 hrs of reporting the fault and rectified within 24 hrs, failing which University shall impose penalty to the Supplier as decided by the University.

(ii) Major Faults: This will be defined as main part of System. Any such fault will be attended to within 24 hrs of reporting and rectified within 48 hrs, failing which University shall impose penalty to the Supplier as decided by the University.

(iii) Minor Failure: This will be defined as failure of few parts of System and all accessories which will not affect the overall performance of the installed system drastically. Any such fault will be attended and rectified with seven days, failing which University shall impose penalty to the Supplier as decided by the University.

(xxxi) **Maintenance:** The supplier will accomplish preventive and breakdown maintenance activities to ensure that all Software/hardware/Unit execute without defect or interruption. If any critical component of the entire configuration is out of service for more than three days, the Supplier shall either immediately replace the defective unit or replace it at its own cost. The Supplier will respond and commence support within 48 hours of being notified of equipment malfunction.

(xxxii) **Manuals:** Before the product/software and/or equipment are taken over by the University, the Supplier shall supply operational and maintenance manuals together with drawings of the product/software and/or equipment alongwith source code. It shall be in such details as will enable the University to operate, maintain, adjust and repair all parts of the product/software and/or equipment as stated in the specifications. The manuals and drawings shall be in the ruling language (English) and in such form and numbers as stated in the contract. Unless and otherwise agreed, the product/software and/or

equipment shall not be considered to be completed for the purpose of taking over until such manuals and drawings have been supplied to the Purchaser.

(xxxiii) Tenders received late, incomplete tenders and tenders not in conformity with our prescribed specifications, terms and conditions will be rejected. GUJARAT UNIVERSITY, Ahmedabad, Gujarat will not be responsible for postal delay, non-receipt / non-delivery of tender documents or loss of documents in transit.

(xxxiv) Not-withstanding anything contained in the memorandum and/or articles of association of the party the Civil Court situated at Ahmedabad, Gujarat only will have the jurisdiction to deal and decide any matter arising out of the order.

(xxxv) Data Protection: All the data shall be property of the Gujarat University and the agency will be responsible for any infringement of loss or theft. The Gujarat University will forfeit the bank guarantee and terminate the contract and may take legal action against agency.

(xxxvi) Complain number for University departments must be provided and complain register will be maintained by the agency and any complain must be resolved within 24 hours.

I/We have read all the enclosed Terms and Conditions carefully and ready to accept and according to that I/We are submitting herewith the tender.

NOTE :

a)   The System with full-fledged web enabled facilities may run/control from Online Server provided by the University. The result processing software shall be installed in the Server/s of the Examination Branch. The vendor must specify the minimum Hardware and software requirements for implementation of the entire project.

b)   The total implementation (Hand-over after UAT) of software /online systems time-period on receipt of justifiable reasoning from the vendor.

c)   The vendor shall provide Maintenance Support (with onsite Engineers, as per the list of staff) for a period of 5 years from the date of final hand-over of the software/product, with source code without any extra cost. After completion of one full circle (5-year), the University will go for Agreement / AMC /ACMC with the vendor if required.

IMPORTANT:

a)   A Vendor must quote for the entire project (Software).

b)   All Pages of the Tender Document must be signed and sealed by the vendor.

c)   Governing Laws & Jurisdiction must be followed by the agency. e.g. software licenses etc.

d)   The decision of the Hon'ble Vice Chancellor will be treated as a final decision in any legal complication arising in future.

e)   All suit or any legal proceeding with regard to any matter arising in respect of this tender shall lie in the jurisdiction of courts at Ahmedabad only.

Form-A

Pre-qualification Criteria

Eligibility Criteria and supporting documents required for Submission of Expression of Interest:

S.No	Eligibility Criteria	Supporting Document Required	Yes/ No and Deviation, if any
1	The Vendor shall be a single entire or in consortium (restricted to 2 partners only), registered as a Company, Firm or Society under respective acts in India and Should have been in existence in India for the last 10 years.	Self-attested copies of Company Incorporation Certificate or Registration Certification from ROC.	
2	The Vendor must be registered in India with appropriate tax authorities.	Self-attested Copies a) Company Registration b) Shop & Establishment c) PAN Card copy d) GST Registration Certificate e) Professional Tax Registration	
3	The Vendor has to submit Income Tax Return for last three years	Self-attested Copies of IT Return.	
4	The Vendor should have had an average business turnover a**s mentioned at the pre-qualification criteria.**	(a) Self-attested Copies of Certificate from the Charted Accountant of the Organization. (b) Self-attested Copies of Audited Balance sheets for last three years.	
5	Should have technically qualified and well-experienced strong in-house resource based on company roles.	Resumes of key resources available on company roles. (With proper seal and Signature)	
6	The Bidder should have experience of online admission process with reshuffle round of 50 thousand students in a single year.	Purchase order/ invoice should be provided and satisfactory work completion certificate.	
7	Copies of Documents /invoices/ purchase orders from customers for Similar projects completed for minimum 5 universities/ boards.	Self-attested Copies of the major projects completed proving the experience as mentioned in Pre-Qualification criteria.	

8	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Undertaking document with proper seal and signature.	
9	Processing fee of Rs. 25,000/- (non-refundable.)	Demand Draft in favour of "Registrar, Gujarat University" by Nationalized bank	
10	EMD of Rs.5,00,000/- (Refundable)	Demand Draft in favour of "Registrar, Gujarat University" by Nationalized Bank	
11	Form A	Form A should be submitted on the company's letter head duly sealed and signed by the authorized person.	
12	Form B	TENDER Letter Performa	
13	Form C	Details of experience	
14	Letter of Authorization	Authorizing signatory	
15	The Bidder should have experience of more than 5 years in supplying/ customizing Examination/Educational Software solutions/Services in universities/ boards.	purchase order/ invoice should be provided	
16	The Bidder should have experience of working/providing Software services to examination related work of at least 1(One) University within Gujarat State.	purchase order/ invoice and successful work completion certificate should be provided	
17	ISO 9001-2008 & ISO 27001: 2013 Certification is must.	Self-attested Copies.	
18	I. The bidder should have local presence for smooth execution of Project.	Registered office address & mobile number proof.	

<div align="center">**FORM B**</div>

<div align="center">**TENDER Letter Performa**</div>

To,
The Registrar
Gujarat University,
Ahmedabad, Gujarat.

<div align="center">**Sub: Tender for selection of vendor for Providing Onsite Services on Single Platform Software for various modules, with Implementation & Maintenance**</div>

Sir,

The undersigned having read and examined in detail all the TENDER documents pertaining to your assignment-do hereby expresses the interest to do the work as specified in the scope of work in tender document and agreed to all terms and conditions as specified in the scope of work in tender document.

S. No	Description	Response
1.	Name of the Vendor	
2.	Address	
3.	Name, designation of the person to whom all references shall be made.	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	
7.	Fax No. (with STD code)	

We have enclosed the required documents as per Form A.

I/We hereby declare that my/our TENDER is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking You,

Yours faithfully,

(Signature of the Applicant)   Witness by – Signature:

Name: Name:

Designation: Address

Seal: Date:

Date: Place

FORM-C

DETAILS OF EXPERIENCE of Providing Onsite Services on Single Platform Software for various modules, with Implementation & Maintenance

Sr. No.	Name and Address of the client	Date of start of the work	Date of completion	System Details	Cost of the Project
1.					
2.					
3.					
4.					
5.					

Note: Please also note that copies of work orders/ invoices and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above. If required, you are free to attach extra sheets.

FORM-D

DECLARATION BY VENDOR TO BE SUBMITTED ON NON- JUDICIAL STAMP PAPER Rs.100.00/-

I/WE,…………………………………………………………………………owner of
…………………………………………………………………… representing
…………………………………………………………………,

hereby solemnly declare & confirm that:

(1) No employee or direct relation of any employee of GUJARAT UNIVERSITY, is anyway Connected as Partner/Share holder/ Director/ Advisor /Consultant/Employee etc. with the firm.

(2) The information furnished is correct to the best of my knowledge and belief. If any information furnished by me is found to be false/ misleading, at any stage, my application/registration shall be liable for cancellation and forfeiture of EMD/Performance Guarantee/Security Deposit.

(3) My/our firm has not been blacklisted by any institution of the Central/ State Government/any PSU/other institute etc. in the past.

(4) I/We understand and authorize the GUJARAT UNIVERSITY to reserve the right to add/delete/alter any of the items to amend/add or any of the terms and conditions without assigning any reason (s) for the same.

(5) The decision of the GUJARAT UNIVERSITY, Ahmedabad, Gujarat shall be acceptable & binding upon me/us.

………………………………..

Date :   (Signature of Proprietor/Partner /Chief Executive)

Place :   Name :

<div align="center">**Proforma - I**</div>

<div align="center">**DECLARATION regarding NON - Blacklisting**</div>

Date :

To,

The Registrar
Gujarat University,
Ahmedabad, Gujarat.

<div align="center">**Sub: Tender for selection of vendor for Providing Onsite Services on Single Platform Software for various modules, with Implementation & Maintenance**</div>

Dear Sir,

In response to your Tender ref No._____, as a Proprietor/Director/Owner of M/S _____, I/We hereby declare that our Company is not blacklisted by Government of India/Government of India or any other state government/union territory as well as there are no criminal cases against company and any of the board members.

Also our Company is having clean legal records. Also, there are no open legal cases / petitions in any of the courts / high courts related to our service.

Thanking you;

Signature of Authorised Signatory with Name, Designation& Seal

Proforma - II

BIDDER'S AUTHORISATION CERTIFICATE

To,

The Registrar
Gujarat University,
Ahmedabad, Gujarat.

Sub: Tender for selection of vendor for Providing Onsite Services on Single Platform Software for various modules, with Implementation & Maintenance

Dear Sir,

_____,is hereby authorized to sign relevant tender documents on

behalf of the Company in dealing with Tender of reference_____

dated _____. He is also authorized to attend meetings and submit Technical and

commercial information as may be required by you in the course of processing above said tender.

Thanking you,

The Specimen signature of the authorized person is as: -

AUTHORIZED SIGNATORY

_____

Name :

Seal:

Commercial BID format

(Only for reference, to be filled online in commercial envelope)

Sr. No.	Description	Rate/Student/Year(Rs.)
1	Cost **per Student per year** for all modules mentioned in tender documents with 5-year contract period.	DO NOT WRITE RATE IN PHYSICAL HARDCOPY
	Note : - The above cost should be inclusive of all taxes, if any. - The entire Hardware (Server Online / offline, PCs, printer etc will be provided by the University. - The Billing will be done quarterly based on processed candidates. - No extra charges will be paid other than mentioned above	

****   XXXXXXX   ****