Request for Proposal for

Deploying & Maintaining University Management System

in

Maharshi Dayanand Saraswati University, Ajmer

निविदा सूचना संख्याः– 04

NIT No. F.2( )/सा.प्र./मदसविवि/2019/17308   Dated : 8-11-19

RFP Reference No.	F.2()/GAD/MDSU/2019/17308
Tender Inviting Authority (TIA):	Registrar, Maharshi Dayanand Saraswati University, Ajmer Rajasthan Tel. No: 0145-2787057 e-mail: registrarmdsu@gmail.com
Bidder information :	Name of the Firm_____ Address : _____ _____ Contact Person: _____ (Authorized Bid Signatory) Tel. No:_____ Fax No:_____ Mobile No._____ E-mail address : _____ website: _____
Mode of bid submission :	Through eProcurement / eBiding system at https://eproc.rajasthan.gov.in

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Disclaimer

Maharshi Dayanand Saraswati University, Ajmer (Rajasthan) (hereinafter referred to as **'MDSU'**) has issued this Request for Proposal (hereinafter referred to as "RFP") for making smart and hitech University and Implementing, Customizing & Maintaining University Management System in MDSU, on such terms and conditions as set out in this RFP document, including but not limited to the technical specifications set out in different parts of this RFP document.

1. This RFP has been prepared for open competition bidding two stage bidding (QCBS) with an intention of more and health competition to invite prospective, technically sound applicants/bidders and to assist them in making their decision of whether or not to submit a proposal. It is hereby clarified that this RFP is not an agreement and the purpose of this RFP is to provide the bidder(s) with information to assist them in the formulation of their proposals. This RFP document does not purport to contain all the information bidders may require. This RFP document may not be appropriate for all persons, and it is not possible for MDSU to consider the investment objectives, financial situation and particular needs of each bidder.

2. MDSU has taken due care in preparation of information contained herein. However, this information is not intended to be exhaustive. The interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not solely rely on the information contained in this RFP in submitting their proposal. This RFP includes statements, which reflect various assumptions and assessments arrived at by MDSU in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require.

3. This RFP is not an agreement by or / and between MDSU and the prospective bidders or any other person. The information contained in this RFP is provided on the basis that it is non–binding on MDSU, any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. MDSU makes no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the RFP document. The bidders are also advised to do appropriate examination, enquiry and scrutiny of all aspects mentioned in the RFP document before bidding. The bidders are also requested to go through the RFP document in detail and bring to notice of MDSU, any kind of error, misprint, inaccuracies, or omission in the document. MDSU reserves the right not to proceed with the project, to alter the schedule reflected in this document, or to change the process or procedure to be applied. MDSU also reserves the right to decline to discuss the project further with any party submitting a proposal.

4. No reimbursement of cost of any type will be paid to persons, entities, or consortiums submitting a proposal. The bidder shall bear all costs arising from, associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by MDSU or any other costs incurred in connection with or relating to its bid.

5. The issue of this RFP does not imply that MDSU is bound to select and pre-qualify bids for bid stage or to appoint the selected bidder, as the case may be, for the project and MDSU reserves all the right to reject all or any of the bids without assigning any reasons whatsoever at any stage and without compensating to any person(s)

6. MDSU may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

7. MDSU, its employees and advisors make no representation or warranty and shall have no liability (for any cost, damage, loss or expense which may arise from or is incurred or suffered on account of anything contained in this RFP or otherwise, including but not limited to the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to be part of this RFP or arising in any way with eligibility of bidder for participation in the Bidding Process) towards any Applicant or bidder or a third person, under any law, statute, rule, regulation or tort, principles of restitution or unjust enrichment or otherwise.

8. MDSU also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any bidder upon the statements contained in this RFP.

9. Interested parties, after careful review of all the clauses of this 'Request for Proposal', are encouraged to send their suggestions in writing to MDSU. Such suggestions, after review by MDSU, may be incorporated into this 'Request for Proposal' as a corrigendum, which shall be uploaded onto the e-proc website. All eligible tenders need to be registered on the following portals to generate login credentials and to download the bid documents for online bid preparation / decryption etc.

10. No Consortium is allowed

11. Bidders are rquested/allowed to be part of one proposal, only with covering of whole scope of work as given in the RFP

12. This procurement is governed by RTPP rule 2013 and GF&AR of government of Rajasthan.

1.1. Key Events and Dates

Important Dates

S.No.	Events	Date	Time
1.	Date of Issue of Notice Inviting Tender (NIT)	08/11/2019	-----
2.	Document Sale Start Date	08/11/2019	20:00 hrs
3.	Document Sale End Date	19/11/2019	13:00 hrs
4.	Seek Clarification Start Date	09/11/2019	11:00 hrs
5.	Seek Clarification End Date	13/11/2019	10:30 hrs
6.	Pre Bid Meeting Date	13/11/2019	12:30 hrs
7.	Pre Bid Meeting Place: Registrar's Chamber, Chankya Bhawan, MDS University, Kayad Road, Ajmer		
8.	Bid Submission Start Date	15/11/2019	14:00 hrs
9.	Bid Submission End Date	19/11/2019	14:00 hrs
10.	Last Date & Time of Submission of RFP doc. cost, EMD and RISL Processing fee at office of the Registrar, MDSU, Ajmer	19/11/2019	15:00 hrs
11	Technical Bid Opening Date (at Chanky Bhawan, MDSU, Ajmer)	19/11/2019	15:30 hrs
12.	Date & Time of Opening of Financial Bid	will be intimated to all the technically qualified bidders only	

1.2. Other Important Information related to Bid

Important Information

S. No.	Detail	Amount
1.	RFP Document Cost	Rs.: 10000.00 *
2.	Estimated Tender Value (for 3 exam years)	Rs: 1800 lacs
3.	Earnest Money (2% of Estimated Tender Value)	Rs.: 36,00,000 *
4.	Performance Bank Guarantee (PBG)	10% of the value of the contract/ work order
5.	Last Date for furnishing Performance Bank Guarantee in favour of Registrar, MDS University, Ajmer	Within fifteen (15) working days of the date of notice of award of the contract (letter of Intent {LoI}) or prior to signing of the contract whichever is earlier or as intimated in the LoI issued by MDSU. The PBG shall be valid till the validity of the contract, including any subsequent term extension, if applicable.
6.	RISL Processing Fee (Non Refundable)	Rs.: 1000.00 *

*please see "Important Dates" table above.

2. Background

2.1. About MDSU

Maharshi Dayanand Saraswati University Ajmer is a prominent affiliating university in the state of Rajasthan. Established on August 1, 1987, after the bifurcation of the University of Rajasthan, the University was positioned as a University for Colleges.

Apart from being an affiliating university, the University was supposed to support teaching and research in its affiliated colleges. Later, as per the requirement of UGC, teaching departments were created at the campus in March 1990 and teaching was introduced during academic session 1991-92 with some non-conventional and professional postgraduate courses. Subsequently in the year 2000, teaching of conventional postgraduate programs was introduced on the campus, with specializations that were not available in colleges of the city of Ajmer. In the exam year 2019 total number of candidates register is 3,30,000 (approx)

3. Request for Proposal Process

This section includes all the important information related to RFP, required to bid for this project.

3.1. General Information and Guidelines

1. MDSU invites bids against this Request for Proposal ("RFP"), from eligible bidders, as per the scope of work defined in this RFP.
2. Any contract that may result from this bidding process will be effective from the date of Signing of Contract and shall, unless terminated earlier in accordance with its terms, continue for a total of three Years.
3. MDSU reserves the right to extend the Term on mutually agreed terms at its sole discretion, subject to any obligations under law of the university.
4. Proposals must be received not later than the time, date and venue mentioned in the section 'Key Events and Dates'. Proposals that are received late WILL NOT be considered in this RFP process.
5. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must perform their own research and survey, and form conclusions about the solution needed to meet the requirements.
6. All RFP submission must be signed by the competent authority of the bidder's firm. The information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by MDSU on the basis of this RFP. All information / submission of the bidders must be currect, if found wrong than legal action will be taken and make him black list. The action taken would be communicated to all deparments of GoI and GoR.
7. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of MDSU. Any notification of preferred bidder status by the university, shall not give rise to any

enforceable rights by the Bidder. MDSU may cancel this public procurement at any time prior to a formal written contract being executed.

8. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

9. All figures of costs, project values and others will shall be mentioned in Indian Rupees only.

3.2. RFP Document Fees

The qualified bidders are requested to pay Tender(RFP) fee as mentioned in section 1.2 "Important Information" table. The Tender fee is non-refundable. The RFP document can be downloaded free of cost from the portal:http://www.mdsuajmer.ac.in/. Bids that are not accompanied by the RFP fees or accompanied by inadequate RFP fee, shall be considered non-responsive and will be rejected.

3.3. Earnest Money Deposit (EMD)

The bidders are requested to deposit an EMD mentioned in section 1.2 in the Form of Demand Draft in favour of Registrar, MDSU, Ajmer payable at Ajmer. The EMD should be valid for a period of 90 days. The physical instrument of the EMD should be submitted to MDSU on the date of opening of bids.

1. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.

2. Bids submitted without the prescribed EMD will be rejected.

3. Unsuccessful bidder's EMD shall be returned to the unsuccessful bidder within 120 days from the date of opening of the financial bid.

4. EMD of successful bidder will be returned after the award of contract and submission of Performance Bank Guarantee within specified time and in accordance with the format given in RFP.

5. EMD shall be non-transferable.

6. The EMD may be forfeited:
   - If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
   - If successful bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.
   - If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. The decision of the MDSU regarding forfeiture of the Bid Security shall be final and binding upon bidders.
   - If during the bid process, any information is found false/fraudulent/mala fide, MDSU shall reject the bid and, initiate necessary action.

3.4. Contact Details

- For any clarifications & communication with reference to the RFP documents, the bidders are expected to communicate at the contact information provided below:

S. No	Item	Details

1.	Name	Dr. Vinod Kumar Jain
2.	Designation	ACP
3.	Email. ID	acp@mdsuajmer.ac.in
4.	Phone	0145-2788255

3.5. Pre-Bid Queries on RFP

The bidders shall send in their pre-bid queries as per the prescribed in the format specified in Annexure - 1 of this RFP, to the contact address at which the bids are to be submitted as well as the email id mentioned in this RFP. The bidders shall send their pre-bid queries as per the schedule specified in the RFP Section 1.1. University is not bound to response on each query. No telephonic queries will be entertained. The response of MDSU shall become integral part of RFP document.

3.6. Response to Pre-Bid Queries / Corrigendum / Amendment to the RFP

At any time prior to the deadline (or as extended by MDSU) for submission of bids, MDSU for any reason, whether at its own initiative or in response to clarifications requested by the bidder, may modify the RFP document by issuing amendment(s) or issue additional data to clarify an interpretation of the provisions of this RFP. Such supplements / corrigendum to the RFP issued by the university would be displayed on website https://eproc.rajasthan.gov.in. Any such supplement / corrigendum / amendment shall be deemed to be incorporated by this reference into this RFP.

Any such supplement / corrigendum / amendment will be binding on all the bidders. MDSU will not be responsible for any misinterpretation of the provisions of this Tender document on account of the bidders' failure to update the Bid documents based on changes announced through the website.

In order to allow bidders a reasonable time to take the supplement / corrigendum / amendment (s) into account in preparing their bids, MDSU, at its discretion, may extend the deadline for the submission of bids.

3.7. Completeness of Response

- The bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

- The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the bidder's risk and may result in rejection of its proposal and forfeiture of the bid EMD.

3.8. Proposal Preparation Cost

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by MDSU to facilitate the evaluation process, and in negotiating a definitive Service Agreement (SA) and all such activities related to the Bid process.

3.9. Reimbursable Costs

This RFP does not commit MDSU to award a Contract or to engage in negotiations. Further, no reimbursable costs may be incurred in anticipation of award of the Contract for implementation of the Project.

3.10. Right to Termination

MDSU may terminate the RFP process at any time and without assigning any reason. It also makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by MDSU. The bidder's participation in this process may result in MDSU selecting the bidder to engage towards execution of the contract. In the event of such termination, EMD of all bidders shall be returned, without any interest.

3.10. (a) Authentication of Bids

The original bid will be signed by a bidder's person duly authorized to bind the bidder to the Contract. A letter of authorization in the name of the person signing the bid shall be supported by a written Power-of-attorney accompanying the bid. All pages of the bid including the duplicate copies, except for un-amended printed literature, shall be duly signed and stamped by the person(s) signing the bid. The bid will then be uploaded on the e-tendering portal. The bidders should refer to the format for Power of Attorney as per Annexure −7 of this RFP.

3.11. Interlineations of Bids

The bid shall contain no interlineations or erasures. In case of any overwriting, the place needs to be signed by the Authorized signatory.

3.12. Late Bids

The bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained.

3.13. Patent Claim

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the solution or any part thereof, the bidder shall expeditiously extinguish such claim. If the bidder fails to comply and MDSU is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for such compensation, including all expenses, court costs and lawyer fees. MDSU shall give notice to the successful bidder on any such claim and recover it from the bidder if required.

4. Bid Submission Instructions

4.1. Bid Submission

MDSU is issuing this Request for Proposal ("RFP") based on QCBS(Quality Cost based Selection) and the accompanying documents for inviting "bids" comprising Technical Proposal (or "Statement of Qualification") and Commercial Bid from eligible individual company/firm ("Bidder") as to select the firm for UMS.

Two-stage selection procedure shall be adopted that will proceed as follows:

- The first stage proposal will consist of Technical Bid & second stage will be the Commercial Bid. Commercial Bids of only technically qualified Bidders based on evaluation of the Technical Bid shall be opened. A decision as to whether or not a Bidder will be technically qualified will be based on the Bidder's experience and reputation.

- Earnest Money Deposit will be as described later in this document.

- Each Bidder shall submit only one bid and bid must be delivered according to schedule.

Instructions to Bidder

1. Instruction to Bidders for online tendering (e-tendering)

   i- The bidders who are interested in bidding can download bid documents from https://eproc.rajasthan.gov.in.

   ii- Bidders who wish to participate in this ebid will have to register on https://eproc.rajasthan.gov.in (bidders registered on eproc.rajasthan.gov.in before 30-10-2019 needs to register again). To participate in online tenders, Bidders will have to procure Digital Signature Certificate (type II or type III) as per Information Technology Act-2000 using which, they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, safecrypt, Ncode etc. or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan for further assistance. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.
   Contact No. 0141-4022688(help desk 10 am to 6 pm on all working days.)
   e-mail: eproc@rajasthan.gov.in
   Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur

   iii- Bidder shall submit their offer on-line in Electronic formats both for technical and financial proposal, however D.D. for Tender Fees, Processing Fees and bid security should be submitted manually in the office of Tendering Authority before closing date & time of technical bids submission and scanned copy of D.D. should also be uploaded along with the online bid.

   iv- Before electronically submitting the bid, it should be ensured that all the bid papers including conditions of contract are digitally signed by the bidder.

2. Cost of Bidding

The Bidder shall bear all the cost incurred for preparing the proposal including expenses of travel and lodging that may be required including collecting information from the department and other communication required with the department regardless of the outcome of the bidding process.

3. The bidding comprises of two bid system i.e. Technical Bid and Financial Bid.

4. Packaging the Bid

The offer should be enclosed in a duly sealed envelope super scribed with bid reference number, work name, due date and bidder name. The envelope should contain the details of them are written below.

Envelope – Tender Document Fees, Earnest money and RISL Processing Fees. (Demand Draft of RISL processing fee should be in favour of "Managing Director, RISL" payable at Jaipur)

5. Number of copies of the bid

The Bidder is required to submit one copy of the Technical Bid through eproc.rajasthan.gov.in by uploading all required and relevant documents

6. Authentication of Bid

The original and all copies of the Bid Document shall be computer laser printouts and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall initial all pages of the Bid Document.

7. Last date and time for receiving sealed offers

The sealed offers should reach by the speed post or by hand to the address mentioned in the "Important dates and Information".

8. Pre-bid Meeting (PBM)

MDSU, Ajmer shall make best efforts to respond to any request for clarification for the Bid Document to the prospective Bidders. Such requests are to be made in writing by e-mail and are to be received by the office of Deputy Registrar (GAD) MDSU, Ajmer at least 3 working days before the Pre-Bid Meeting as per the date and time mentioned in the important dates and Information. The clarification shall be made in writing to the extent possible. The format for request for clarification is given below.

Bidder Name and Address			
Date:		Bid Reference No:	
Sr. No.	Section Reference Number (SRN) and Description from RFP		Clarification Sought
	SRN	Description	
1	2	3	4

Queries not adhering to the format above or queries not received within the mentioned deadline shall not be taken up at the Pre Bid Meeting. MDSU, Ajmer shall not be responsible for any delay in receiving the clarification document including but not limited to any delays like postal delays.

9. Amendment of BID DOCUMENT

(i) Amendment of Bidding Document-- Any amendment issued shall be part of the Bidding Document and shall be communicated to all Bidders through uploading on the e-proc and the Procuring Entity's web site for prospective Bidders to download.

(ii) To give prospective Bidders reasonable time in which to take an amendment into account in preparing their Bids, the Procuring Entity may, at its discretion, extend the

deadline for the submission of the Bids, under due intimation to the Bidders who have procured the Bidding Document from the Procuring Entity and also by uploading it on the State Public Procurement Portal e-Proc and its official website.

10. Prices must not be indicated in the Technical Bid and must be quoted in the **Financial Bid only.**

11. Financial Bid

Financial Bid should only indicate price as mentioned in Financial(commercial) Bid without any condition or qualification whatsoever. Financial Bid should contain the bill of quantity - BoQ (Exactly in the excel format given on the eproc portal) and should be submitted online and a hard copy as described above. The financial offers should be complete in all respects and it should not contradict with the Technical Offer in any manner.

12. Bidders should express the price of their services in Indian currency only.

13. Validity of Bids

Bids shall remain valid for 90 days after the last date of submission of bid. A Bid valid for a shorter period shall be rejected as non-responsive.

14. No conditional (any type) bid shall be accepted

15. The provisions of RTPP Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with RTPP Act 2012 and Rules thereto, the later (RTPP act) shall prevail.

Signature & seal of the bidder

4.2. Pre - Qualification Criteria

The bidder shall be evaluated based on the Eligibility Criteria mentioned below. The bidder shall fulfill all of the following criteria independently, as on the date of submission of bid.

S.No.	Eligibility Criteria	Supporting Documents	Remarks
1	The Sole Bidder must be registered legal entity in India. (Indian Companies Act, 1956 (or 2013). The Bidder must have be in existence in India for at least 10 years as on 31st March 2019	Certificate of Incorporation	
2	The Bidder must have in their name, a PAN with Income Tax authority in India & GST registration.	Copy of the PAN Card & GST Certificate	
3	The Bidder must have an annual turnover of at least Rs. 18 Crores during the last 3 financial years (2016-17, 2017-18, 2018-19)	Balance Sheet signed and prepared by the CA for relevant years	
5	The Sole Bidder must have a valid – CMMI Level 3, ISO 9001:2015 and ISO 27001 certification, or CMMi5 as on the date of submission of the bid	Enclose the certificate issued by the designated authority.	
6	The Sole Bidder must have a minimum of 50 full - time resources with IT/ITeS/ Software Development related skill set on its payroll as on 31st March 2019	Enclose details	
7	The Bidder should have experience of full execution of University Management System in at least three Government Universities with affiliated colleges, during last five years, where UMS is being used for at least one year, wherein one University should have at least 1,00,000 (One Lakh) registered students.	The work order and satisfactory performance report from the competent authority of the said University should be enclosed with indicating no of students	
8	The bidder should have experience of full implementation of University Management System in at least 5 State Government Universities / Central Government Universities, out of which "complete" ERP (Comprising various functions of the University like Student Lifecycle and Administrative processes) should have been implemented.	The work order and satisfactory performance report from the competent authority of the said University should be enclosed	
9	The bidder should have secured 2 single supply orders from a State Government University / Central Government University where the full implementation has been done, of a value not less than Rs. 3 Crores (Value of the order / Invoice solely comprising of University Management System Product/Licenses/Services only).	enclose 2 supply / work order	

Note:

1. It is mandatory to submit the specified and genuine documents in support of the above eligibility criteria and the company/firm/agency is likely to be disqualified should it fail to provide any of the specified documents.

2. Similar projects : Use of IT/ITeS component to facilitate the process including but not limited to Student Admissions right from Registration till Admission Confirmation, Examination including Student Registration, Assessment, Examination Assessment, Teacher Recruitment, College Affiliation, Finance and Accounts processes through Implementing, Customizing & Maintenance of

Signature & seal of the bidder

application which includes application form submission, payment collection, updating status/ results and publishing of reports, dashboards etc. or any process automation in Central Government/ State Government covering End to End Computer Based Student and Employee Lifecycle, College Affiliation, Finance and Accounts automation etc.

3. Change in Eligibility Criteria: If there is a change in the status of the bidder with reference to any of the eligibility criterion specified above, during the bid process till the award of the project, the bidder should immediately bring the same to the notice of MDSU.

4. The bidder should also submit an Authority Letter or Power of Attorney for the authorized signatory signing the bid documents on behalf of the bidder.

5. The technical bid should not contain any price information.

4.3. Technical Evaluation

The proposals from bidders will be evaluated based on evaluation parameters mentioned below.

1. This is a Quality and Cost Based Selection (QCBS). The technical evaluation marks would be given 70% weightage and commercial evaluation marks would be given 30% weightage to arrive at a composite score.

2. The bidder with the highest composite score shall be awarded the contract.

3. **The Technical Evaluation will be made for the bidder(s) who is qualified in "Pre - Qualification Criteria" mentioned above.**

S.No.	Parameters	Max Score	Details	Breakup
1.	Financial Strength: Annual turnover for last three years	5	i) FY 2016-17,17-18, 18-19 = 20 Crores	2
			ii) More than 21 Crore	5
2.	CBCS (Choice Based Credit/Grade System) implemented and in use for the last one year in any one State Government University/ Central Government University	5	PO/Work Order/Completion Certificate	5
3.	Number of University Management System Implementations	10	In four Indian State Government University/ Central Government University with Affiliated Colleges and in use for the last two years.	3
			In five or more Indian State Government Universities/ Central Government Universities with Affiliated Colleges and in use for the last two years.	10
4.	Project completed in University Management System in any State Government/Central	15	3 Projects	5
			5 projects	10

	Government Universities, having a value of more than 3 Crores INR		> 5 projects	15
5.	ISO and Certificates CMMi Level	10	CMMi3	5
			ISO 9001:2015 &CMMi3	7
			ISO 9001:2015, ISO 27001& CMMi3 or CMMi5	10
6.	Resource Strength	5	Employees employed in IT/ ITeS services up to 50	2
			51-100	3
			> 100	5
7.	Successful implementation of Examination Result Processing of Students in 3 State Government/Central Government University in one year	20	For 50000 to 100000 Students	5
			for 100001 to 150000 Students	10
			for more than 150000 Students	20
8.	Presentation & Application Demo (grade recommended)	30	Poor	5
			Below Average	10
			Average	20
			Good	25
			Excellent	30
	TOTAL	100		

*Bidder must score at least 70 out of 100 in order to qualify for the bid.

4.4. Commercial Proposal

1. The bidders should necessarily give the commercial details in the format given in Annexure-5 of this RFP. The commercial proposals should be given in the prescribed format only and in accordance to the details and terms and conditions as mentioned in the RFP (hence the bidder is expected to understand the RFP in all respects). In case the selected bidder does not quote for or provision for any software / any other expenses required to meet the requirements of the RFP, he shall be solely responsible for those and would be required to provide them, without any additional cost to MDSU.

2. The bidder is expected to price all the items, job works and services sought in the RFP and proposed in the Technical Proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the bidder as per the scope of his work and must cover the entire Contract Period.

3. MDSU may seek clarifications from the bidder on the Technical Proposal. Any of the clarifications by the bidder on the Technical Proposal should not have any commercial implications. The Commercial Proposal submitted by the bidder should be inclusive of all the items in the Technical Proposal and should incorporate all the clarifications provided by the bidder on the Technical Proposal during the evaluation of the technical offer.

4. The Commercial Proposal shall not contain any technical information.

4.5. Validity of Proposal

The proposals shall be valid for a period of 90 days from the last date of submission of Bid. A proposal valid for a shorter period may be rejected as non-responsive. In exceptional

circumstances, at its discretion, MDSU may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by email.

4.6. Corrections / errors in commercial proposal

1. The bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the Commercial Proposals are received by MDSU.
2. The quoted price shall be corrected for arithmetical errors.
3. In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.
4. The amount stated in the Commercial Proposal, adjusted in accordance with the above procedure and as stated in Annexure-5 of this RFP, shall be considered as binding on the bidder for evaluation.

4.7. Price and Information

1. The bidder shall quote for this project as per the requirements of the RFP.
2. All the prices will be in Indian Rupees.
3. The GST will be paid as per rule.
4. The prices, once offered, must remain fixed and must not be subject to change for any reason whatsoever within the period of the validity of the proposal and the contract. No revision of the fee shall be made on account of any variations in costs of labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

4.8. Language

The proposal should be submitted by the bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidders. For purposes of interpretation of the proposal, the English translation shall govern. If any documentary evidence for 'Experience' is in other languages, a true translation of the copy, attested by Notary shall be enclosed.

4.9. Conditions under which RFP is issued

1. This RFP is not an offer and is issued with no commitment. MDSU reserves the right to withdraw the RFP and change or vary any part thereof, at any stage. MDSU also reserves all the right to disqualify any bidder should it be so necessary at any stage.
2. Timing and sequence of events resulting from this RFP shall ultimately be determined by MDSU.
3. No verbal conversations or agreements with any official, agent, or employee of MDSU shall affect or modify any terms of this RFP and any alleged verbal agreement or arrangement made by a bidder with any agency, official or employee of MDSU shall be superseded by the definitive agreement that results from this RFP process. Verbal communications by MDSU to bidders shall not be considered binding on it, nor shall any written materials provided by any person other than MDSU.
4. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against MDSU or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

5. Until the Contract is awarded and during the validity of the Contract, bidders shall not, directly or indirectly, solicit any employee of MDSU to leave the same or any other officials involved in this RFP process in order to accept employment with the bidder, or any person acting in collusion with the bidder, without prior written approval of MDSU.

4.10. Right to the content of Proposal

All proposals and accompanying documentation of the Technical Proposal will become the property of MDSU and will not be returned after opening of the Technical Proposals. MDSU is not restricted in its rights, to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. MDSU shall not be bound by any language in the proposal indicating the confidentiality of the proposal, or any other restriction on its use or disclosure.

4.11. Non-Conforming Proposal

A proposal may be construed as a non-conforming proposal and ineligible for consideration if:
a) It does not comply with the requirements of this RFP.
b) It does not follow the format requested in this RFP or does not appear to address the requirements as specified by the directorate.
c) Any conditional bid, any non acceptance with any part/ clause of the RFP.

4.12. Disqualification

The proposal is liable to be disqualified in the following cases or in case the bidder fails to meet the requirements as indicated in this RFP:

1. The proposal is not uploaded in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
2. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
3. The bidder qualifies the proposal with own conditions.
4. The proposal is received in incomplete form, received after due date, not accompanied by all the requisite documents, not accompanied by the EMD or the bidder has quoted only for a part of the project
5. The 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.
6. The Commercial Proposal is enclosed with the Technical Proposal.
7. The bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
8. In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals are withdrawn upon notice immediately.

9. The bidder fails to deposit the Performance Bank Guarantee or fails to enter into a Contract within 15 Days of the date of issue of Letter of Intent or within such extended period, as may be specified by the MDSU.
10. While evaluating the proposals, if it comes to MDSU's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this Contract as well as for a further period of four years from participation in any of the RFPs floated by MDSU.
11. If the Technical Proposal contains any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.
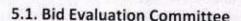
4.13. Acknowledgement of Understanding

By submitting the proposal, each bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed/ agreed itself as to all existing conditions and limitations. (as mentioned annexures)

5. Bid opening and Evaluation process

5.1. Bid Evaluation Committee

1 MDSU shall constitute a Bid Evaluation Committee to evaluate the responses of the bidders.

2 The Bid Evaluation Committee shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

3 The decision of the Bid Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

4 The Bid Evaluation Committee may ask for meetings with the bidders to seek clarifications on their proposals. The bidder shall submit requisite supporting documents/ certificates on the credentials. The committee may visit bidder's client site to validate the credentials/ citations claimed by the bidder.

5 The Bid Evaluation Committee reserves the right to reject any or all proposals entails the basis of any deviations.

6 Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

7 The Bid Evaluation Committee would submit its decision to the competent authority whose decision would be final and binding upon the bidders.

5.2. Overall Evaluation Process

1 The bidders who fulfill the Pre - Qualification criterion will only qualify for further Technical Evaluation.

2 Amongst the bidders who are considered for Commercial Evaluation, the bidder scoring the highest composite score will be awarded the work as a successful bidder at the discretion of MDSU. [H1]

3 The Bid Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.

4 In case of a single bid, MDSU reserves the right to accept or reject the bid on approval of competent authority at its discretion.

5.3. Evaluation – Prequalification

The eligibility criteria for only those bidders, whose Tender Fees & EMD is in order, shall be considered. The bidders will be assessed on the eligibility criteria defined in Section 4.2 of this RFP. After the P.Q. evaluation result (pass / fail) shall be declared and put on E-proc.

5.4. Evaluation – Technical

The evaluation of the technical proposals will be carried out in the following manner:

- The bidders' technical proposal will be evaluated as per the requirements and evaluation criteria as spelt out in Section 4.3 of this RFP. The bidders are required to submit all required and genuine documentations in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates,

client contact information for verification, profiles of project resources and all others) as required for technical evaluation.

- Proposal Presentations: The Bid Evaluation Committee may invite each qualified bidder to make a presentation to MDSU, as per their discretion. The bidder will complete the presentation within 25 minutes with maximum 25 slides covering all aspects.

Please note that such a presentation will be called from each technically qualified bidder before opening of commercial proposal. In any case, in the event of any deviation from the factual information provided by the bidder in technical proposal, MDSU can reject the bid and also ban the bidder from participation in any future tenders in the state of Rajasthan.

- At any time during the Bid evaluation process, the committee may seek verbal / written clarifications from the bidders.
- The committee reserves the right to do a reference check of the past experience stated by the bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process.

Each proposal which qualifies in P.Q. shall be scrutinized further and evaluated accordingly, as per the following process and will be given a score.

5.5. Technical Score (X)

The score secured based on evaluation of the Technical Bid as above shall be the Technical Score of the bidder for the project being considered for evaluation (X).

X of the qualifying bidder   =   **Marks Scored by the respective bidder**

5.6. Commercial Score (Y)

The commercial offers of the technically qualified bidders shall be tabulated for project. If there is a discrepancy between words and figures, the lower of the two shall prevail.

For any other calculation/ summation error etc. the bid may be rejected.

The commercial offers of the technically qualified bidders shall be tabulated for this project and the bidder with lowest commercial offer will be given a financial score of 100.

Based on the commercial quote given by the bidder, a Relative Commercial Score (Y) will be calculated as below, only for the technically qualifying bidders.

'Y' of qualifying bidder $\dfrac{\text{Lowest quoted Offer of the qualifying Bidder *100}}{\text{Offer quoted by the respective}}$ =

The marks secured as above shall be the Relative Financial Score (Y) of the bidder for the project. (Refer: Annexure - 5 for Commercial proposal format)

Composite Score for the Bidders

Composite score for each bidder shall be worked out as under:

Signature & seal of the bidder

Bidder	Technical Score (X)	Commercial Score (Y)	Weighted Technical Score (70% of X)	Weighted Commercial Score (30% of Y)	Composite Score (F=D+E)
A	B	C	D	E	F

5.7. Special Conditions for Evaluation

The successful bidder shall be the agency securing the highest composite score[H1] in column 'F' above. However, in the event of two or more bidders securing exactly the same composite score, then MDSU reserves the right to:

a) Declare the bidder whose technical score is highest, among the bidders who have secured exactly the same composite score as successful bidder, or

b) Adopt any other method as decided by MDSU.

5.8. Award Criteria

Post the evaluation process indicated in Section 5.2, 5.3 and 5.4 above, MDSU will award the Contract to the bidder, who has the highest composite score as per the scoring scheme mentioned.

5.9. Right to accept any Proposal and to reject any or all Proposals

MDSU reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for its action.

5.10. Notification of Award

Prior to the expiration of the validity period, MDSU will notify the successful bidder about the acceptance of the proposal, by issuance of a Letter of Intent in writing.

5.11. Contract Period

The validity of the period of the Contract will be for three years.

MDSU reserves the rights to extend this contract based on mutually agreed rates and terms & conditions for another two (2) years subject to successful implementation and result of performance delivery. After three years the all software / modules will be handed over to MDSU with necessary ID and P/w etc.

5.12. Signing of Contract

Service Agreement (SA) will be signed as per RFP, after selection of bidder. MDSU shall have the right to annul the award in case there is a delay of more than 15 days in signing of Contract from the date of issue of work order by MDSU, for reasons attributable to the selected bidder.

5.13. Failure to agree with Terms and Conditions of this RFP

Failure on the part of successful bidder, to agree with the terms & conditions of the RFP shall constitute sufficient grounds for the annulment of the award, resulting which MDSU may call for new proposals and invoke the Performance Bank Guarantee.

5.14. Performance Bank Guarantee

1 Performance Bank Guarantee is governed for services as follows:

a) The bidder shall provide the services in conformity with the requirements of the RFP, generally accepted professional and technically accepted norms relevant to such projects and to the satisfaction of MDSU.

b) The Earnest Money deposited at the time of bid submission would be given back to the bidder on payment of Performance Bank Guarantee.

2 The selected bidder shall deposit the Performance Bank Guarantee as follows:

a) The successful bidder shall at his own expense, deposit with MDSU, a Performance Bank Guarantee as per details specified in Section 1.2 of this RFP document.

b) The Performance Bank Guarantee should be furnished within 15 Working Days from the date of issue of Letter of Intent.

c) The Performance Bank Guarantee may be discharged/returned by MDSU upon being satisfied that there has been due all performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

d) MDSU shall also be entitled to make recoveries from the Performance Bank Guarantee on the following grounds:

 ▢ Any amount imposed as a fine by MDSU for irregularities/ deficiency in services Committed by the bidder.

 ▢ Any amount which MDSU becomes liable to the Government /Third party on behalf of any default of the bidder or any of his/her/their agent/ employees or staff.

 ▢ Any payment/fine made under the order/judgment of any court/consumer forum or law enforcing agency or any person working on his behalf.

 ▢ Any other outstanding amount.

e) Once the amount under this clause is debited, the bidder shall reimburse the Performance Bank Guarantee to the extent the amount is debited within 15 days of such debit by MDSU failing which it will be treated as breach of agreement and may lead to termination of agreement with forfeiture of all amounts including interest free Performance Bank Guarantee in favor of MDSU.

6. Scope of Work

6.1. Introduction

Maharshi Dayanand Saraswati University has invited this 'Request for Proposal' by virtue of Tendering process from technically elegible/sound and reputed IT / ITeS organizations providing similar State University solutions and services with proven experience in Implementing, Customizing & Maintaining University Management System for making smart and high tech to MDSU. The complexity of the working environment at the state university necessitates standardized process flows, online reporting, project monitoring and status updates, project planning and execution, maintaining the Student Life Cycle, Employee Life Cycle, College Affiliation, Academics Management, Finance and Accounting management, Administrative functions such as Inventory, Examination Management etc. which the university would like to implement as part of this envisaged University Management System to meet their requirements. This tender also includes the Job works in context of Examination works.

6.2. Objectives and Benefits

Maharshi Dayanand Saraswati University has decided to implement an integrated web based solution which suits the needs of all stakeholders across the University and it has envisaged the following benefits from the same —

Common integrated system platform across different functions and processes of the university. Making overall smart and high tech university.

- Process standardization across the university to bring-in unified approach.
- Monitor research activities and funds utilization.
- Monitoring and governance of the processes.
- Analysis of budget and actual data.
- An expected solution to provide scalability options to accommodate the expected growth plan.
- Data integrity across various functions like departments, centers, administrative units, finance and accounts, etc.
- Facilitate paperless working and provide decision support mechanism etc.

6.3. Scope of Work

The description below is an indicative of the key requirements for various process areas for Maharshi Dayanand Saraswati University under the scope of this RFP. The bidder should refer to the key requirements but not limited to the scope of work specified in Section 6.3.2 of this RFP document. The scope covered in this RFP involves all types of courses (semester based, annual exam based etc.), all types of modes of education (Distance, Online, Classroom based etc.) and all kinds of courses (Aided, Un-aided etc.)

6.3.1. General Scope

Following are the general features required in the solution:

- Web-based application with Secure web access (e.g., https instead of http)
- The Solution should be interoperable across different platforms.
- Access with single sign-on.
- Supporting bio-metric, integrated payment gateway.
- Capability for continuous improvement and up-gradation.
- Configurability through web-interface.
- Provision for decision support mechanism.
- The bidder will modify all the applications as per the university need as and when required.

6.3.2. Functional Scope

1. Pre-Admission

This module should set eligibility criteria and rules for admission, define admission route, whether through entrance exam or merit, screen applicants, shortlist students, generate cut-off lists and register students for admission.

2. Admission & Academics

When pre-admission activities are finished, selected candidates should enrolled in the University, student demographics etc.

3. Fee Management

This module should help the users to setup and define fee structure of any complexity with creation of different fee heads.

4. Student's Portal

Dedicated portal for students should help them pay their fees, view their time table and examination schedule, attendance status etc. This work will be required to start in the shortest span of 3 to 7 days from issuing of LoI.

5. Pre-Examination

This module should manage all processes prior to the examinations, such as online submission of examination forms, generating hall ticket, room allocation, and question paper setting. This work will be required to start in the shortest span of 3 to 7 days from issuing of LoI.

6. Examination Management & Result Processing

Post conduct examination activities should manage all processes related to exam completion and evaluation Get an overview of examination attendance, record and lock final marks etc. The bidder will provide all stationaries related to Pre & Post Examination module.

7. Convocation Management

This module should offers Students to apply for Convocation which is going to be held in university for the particular pass-out year from the website.

8. Hostel Management

This module should maintain complete records of hostel building and property, room information and student information.

9. Placement Management

This module should manage all the activities related to Employer, Student & University.

10. Alumni Management

Alumni management should promote interaction among alumni and provides newcomers to University

11. Financial Accounting

The Financial Accounting should take care of all financial issues of MDSU including incomes, expenses, revenue generation, cash and bank related transactions. All deductions, loan sanction and recovery. Double entry cash book, bank book. All ledger and final accounts. Balance Sheet etc. Online transactions, reconciliation of university fee, taxation, TDS(s), all type of due(s) etc.

12. Budgeting

In this module, MDSU should be able to identify the underlying values and factors that affect the spending and identifying savings as well as the development of a spending plan as per MDSU existing budget heads.

13. Bill Submission & Tracking Management

This module should allow bills from all departments to be submitted online and presented for approval. Check the status of each bill, (approved, pending or cancelled) including payments through RTGS, NEFT.

14. Online Recruitment (Teaching/Non-Teaching/Contractual)

Manage all aspects of your recruitment process. Publishing job openings, receiving online applications, screen applicants, conduct interviews, award grades and generate merit list.

15. Establishment

Store their demographic details, educational qualifications, details related to increments, promotions, transfers and benefits of the employees in a completely secure environment.

16. HRMS &Payroll

The module takes care of the payroll process, salary generation arrears and other HR activities of the employees including form16, GA55, loan and advances, ledger to employees.

17. Employee Portal

A dedicated portal for employee should allow them to complete various tasks such as apply for leave, generate salary slips, apply for loans, synchronization with bio matric attendance data and buy insurance

18. Leave Management
- Leave Type Details
- Leave Assignment
- Leave Transactions

- Holiday List
- Leave Approval
- Leave Encashment

19. Pension Management
This module should maintain the details of all those employees who are retired from their service and pension to all pensioners and all type of arrears of pensioners.

20. Stores & Purchase
This module must automate the procurement and inventory part of MDSU. The application is ought to have a three level of categorization of each item so that it can be distinguished well.

21. GPF / NPS / CPF
This module maintains the records related to GPF/CPF deductions from the employee's salary. It should also take care of all records related to provident fund like GPF number, nominee of an employee, annual interest calculations, loans and refunds against GPF/CPF etc. PRAN No. and NPS details of employees.

22. RTI Cell Management
RTI module should cover management of entire RTI process starting from the online submission of application by citizen till its status closing.

23. Affiliation Management:
This section should keep records of affiliate colleges, particularly regarding their affiliation status, whether permanent or temporary. All affiliation process (form apllying to issuing)

24. Legal Cell Management
The module should reduce the administrative effort that is spent in keeping track of legal matters. Detail records of all court cases from lower court to supreme court.

25. Guest House Management
The module should reduce the effort in maintaining guest house register

26. VC and Administrative Office Management
The module to ease higher authority's decision making responsibilities.

27. Job Work
For providing required stationery and services for the conduct of examinations and result declaration including marks sheet, TR etc. as:
1. The bidder will have to perform the job mentioned under "Scope of the Work" and "Deliverables" attached as Annexure 10. For these jobs the bidder will be required to arrange and deploy various resources such as Human Resources, Hardware i.e. Computers, Line Matrix Printers, Laser Printers, Machinery related to fictitious roll no putting on answer books and OMR scanner related apparatus and consumables for entire contract period.
2. All the required stationery (plain and pre printed other than degree paper) will have to be procured and used by the firm for the jobs mentioned in Annexure 10.
3. Answer books and degree papers will be provided by the University and rest of the work / material related to examination work including OMR Answer (Response) sheets, packing material like bags, packing bands etc. has to be procured / printed / packed by the firm as per the scope and deliverables mentioned as Annexure 10.

4. The University will provide electricity (power backup like UPS will be arrange by the firm), place for working and sitting space for firm's staff and Internet connectivity (in case of any disruption in connectivity, firm has to arrange alternate arrangement of internet so that work may not suffer).

6.4. Detailed Scope

6.4.1. Dashboard and Management Information System (MIS)

The bidder is expected to capture the detail reporting requirements of all the above mentioned departments / modules based on the discussions with the departments / university. Line with the implementation of the University Management System, the university envisages reports over and above the standard reports which will enable their management to analyze, report and take suitable decisions. Advanced reports are required by the university where additional data can be sourced from different applications and create reports ad-hoc/ on the fly by the university which should be viewable and may be extracted in standard formats. The bidder may suggest, if any additional reporting tool may be required to create these ad-hoc reports apart from standard available reports. The reports should be accessed as per the roles and responsibilities of the respective functions. System should allow reporting on the documents and workflows of the project.

• These reports can be provided as Excel spreadsheets, PDF files, etc. They may be triggered directly by users or sent automatically by the system.

• System shall provide a facility to configure dashboard for individuals for e.g. dashboard for VC, Registrar, Controller of Examinations and other stakeholders etc.

• System shall provide graphical and tabular tools to view progress of each individual process.

• System shall support users drill down from a higher level view of business processes to lower level details.

6.4.2. Help Desk Support (Incident / Problem Management)

The bidder shall depute staff who will be contactable via phone and mail to provide assistance to the Users and address their queries and concerns. This assistance will be provided during the Service Hours as per the location classification and responsibility matrix, which will be covered in the Operations Manual to be provided by the bidder and duly approved by MDSU. During all other hours, users can leave their message via email. The requests received on email will be taken on the next working day.

A proper escalation procedure, as mentioned in the duly approved Operational Manual, will be followed if the problem cannot be resolved. Shared resources of operational and technical support group will provide this service at all locations. The help desk service will serve as a single point of contact for all incidents and service requests. The service will provide a Single Point of Contact (SPOC) and escalation / closure of incidents for the user departments. The Help desk services would be for Application support across all offices of University and Colleges. The activities shall include:

- Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the Application related issues
- Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
  - Specific E-Mail account
  - Telephone
- Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
- Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves
- Track each incident / call to resolution
- Provide feedback to callers
- Analyze the call statistics
- Creation of knowledge base on frequently asked questions to aid users.
- Continuous monitoring of the physical as well as the IT infrastructure at various locations, to ensure application availability as per agreed SLAs.
- Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the bidder and the user section. The escalation matrix shall be developed by the bidder in discussion with University / Colleges.
- Analyze the incident / call statistics and provide monthly reports including but not limited to:

Type of incidents / calls logged
  - Incidents / calls resolved
  - Incidents / calls open
  - Root Cause analysis for frequently occurring incidents
- The bidder shall provide Help Desk facility during the working hours for reporting issues / problems with the IT infrastructure as well as Non IT components. The System Integrator shall provide a service desk facility and set up all necessary channels for reporting issues to help desk.

Implementation: The detailed process will be defined after consultations and discussions with Department.

1. The bidder would be responsible for providing Help Desk Support.
2. The help Desk should be functional on all working days as per University working hours. However, in the specific required activity this support will be 9am to 7pm.
3. The application should generate detailed reports on status of the complaints logged.
4. The Help Desk shall guide the university stakeholders as well as applicants on effective usage of the system.

6.4.3. Training

The successful bidder must provide the training and documentation for all users of the University as well as registered external users like Colleges and Teachers. The bidder will provide free of cost module wise training to the minimum 4-6 end users/ university officials of the related modules in the University head quarter at MDSU, Ajmer

Capacity Building is a highly critical component of Solution rollout. The objective of Capacity Building (CB) initiatives is to equip the direct users and other stakeholders of University and colleges with the right skills, and knowledge to optimally use the IT solution being implemented.

Every user group would have a separate Pre and Post Implementation Training. The Training program would be split into series of sessions for different user groups and across functional areas of the system.

The implementation agency shall be responsible for the following activities as part of the End User and Train the Trainer Training:

a) Develop overall training plan including formation of user groups and classifications
b) Develop Location-Wise Training Schedule, Curriculum, and Training Material for Department Staff
c) Deliver training to end users including carrying out the training effectiveness evaluation
d) Measuring the Effectiveness of Knowledge Transfer.

6.4.4. On-Site Support

The Bidder shall provide On-site resource deployment plan for the proper functioning of University Management System for University and its affiliated colleges. The bidder must deploy at least 15 qualified and well trained personal on site along with domain experts of University system like experts of accounting, examination and UGC, NAD etc.

6.5. Timeline, Deliverables and Payment Schedule

The bidder will be responsible for Implementing, Customizing,& Maintaining University Management System in MDSU, for a period of three years, within the below given timeframe from the issue of work order (LoI).

S. No.	Stage	Deliverables	Timeline (in days)
1.	**System Study** Conduct System Study, Gap Analysis and BPR required Preparation of SRS, System Design Document and its finalizations	SRS, SDD and System Study Report	10
2.	**Application Customization and Development** Includes Customize, Procure, Supply, Integrate, Commissioning, Licensing, Configuration & Deployment of proposed solution Activities: Coding / Customization of the solution as per the requirements by university	Customized UMS Solution, Test Cases and Data Migration	10
3.	**Testing – Unit and Integration Testing** Test Cases, UAT Reports etc.	Test Cases, UAT Reports etc.	8
4.	**Capacity Building** This includes the fixing defects and submitting it to the Concerned stake holders at MDSU. This also includes Capacity Building Plan for the concerned identified Users.	report	6
5.	**Data Migration of current data**	Data Migration Reports etc.	6
6.	**Go-Live of the UMS Portal for the University**	Go – Live Report	6

Note: The Pre Examination work will be required to start in the shortest span of 3 to 7 days from issuing of LoI.

PAYMENT SCHEDULE AND TERMS

The contractual term for the purpose of payment shall be divided into three years (36 months). University shall pay the cost of deployment of software/ services for each respective relevant contract year to the firm in four equated installments payable at the end of each quarter of the relevant respective contractual year to be calculated on the basis of actual number of students. The actual number of candidates/students for this purpose will be total number of candidates/students appearing in the Main exam Roll List.

University will also give one quarter amount to the firm as mobilization advance for deployment of whole software as per delivery plan. The deployment cost paid of first quarter to the firm may be deducted from the quarterly bill at the rate of one month cost per quarter for the first three quarters.

Deployment/ Implementation/ Job work cost is included in the per student cost.

GST will be paid extra as per prevailing rate as per rule.

Invoices will be raised at each payment milestone and be submitted to CoF, MDSU. After adopting set procedure of payment the university will make payment to the firm.

6.6. Documentation

The successful bidder will provide detailed final system documentation for reference to MDSU. The successful bidder shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System. The University expect the following (not limited to) in the form of documents. Key documents required are:-

1. Fortnightly Progress Reports.
2. System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.
3. User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats, details of menus & instructions on how to perform specific tasks in the system using screenshots etc.
4. User manuals containing a detailed explanation of all applicable modules.
5. Training Manuals.
6. Installation Manuals, Operational Manuals and Maintenance Manuals.
7. Test Cases, UAT Test Cases and Reports.
8. Annual Report=the bidder shall submit a detailed annual report on the working/ performance of all scope of the work/modules.

6.7. Technical Requirements

The successful bidder shall be responsible to adhere to all the technical requirements as mentioned in this section below.

a) The solution should be web-based application based on multi-tier architecture.
b) The solution should be compatible and be able to be integrated with various open standards, technologies, plug and play solutions etc. and should not restrict any other sections or colleges from using the solution data for any other applications.
c) The system's development environment and databases should not restrict the concerned department from using the application or data in any future applications.
d) The solution should support bilingual (English and Hindi) and should be UNICODE compliant supporting screens. The solution should adhere to all the mandatory guidelines by GoI and Government of Rajasthan.
e) The application should be interoperable, portable and scalable towards applications, services, interfaces, data formats and protocols.
f) The solution should be browser, platform independent.
g) The portal shall be accessible through mobile and other handheld devices like iPad; tablets etc. and the pages shall adjust suitably as per the device i.e. responsive to device.

6.8. Security Requirements

The application security must comply with OWASP top 10 vulnerabilities.

6.9. Hosting and Maintenance

All above listed software components should be hosted on Cloud. It is the responsibility of the bidder to host the solution at one of the secured Data Centre by Cloud Services Providers empanelled by MEITY, GoI. It should be noted that the bidder is expected to bear the costs for hosting the solution at the Data Centre. The bidder should adhere and comply with all related Government policies with regards to cloud hosting, released from time to time.

- Cloud services should have adaptability Infrastructure as a Service, platform as a service and software as a service.
- The cloud datacenters are located within the geopolitical boundaries of India and should comply with the applicable industry standards like ISO 22301, ISO 27001, ISO 27018, SOC 3, RBI / IRDAI, CSA Star etc.
- Providing the services from datacenter locations spread across multiple cities in Indiasuch that business continuity can be ensured in case of any city level outages.
- Capable of automatically changing resource allocations (compute CPUs, Memory etc.) and scaling the services upwards or down, based on the load conditions. It should be possible to configure the dynamic scaling by defining resource limits and automating the allocations with scripts and /or API calls from the applications.

   a) All the data created/captured under this project shall also be the property of University. The application used for the project shall also be the property of the University.
   b) The selected bidder will also be required to do the appropriate sizing of cloud infrastructure considering the load on the system, number of users and number of concurrent users as well.
   c) The bidder shall also provide for the bandwidth needed to meet the portal requirements in sizing consideration.
   d) It is the responsibility of the bidders to quote for and provide all the infrastructure and applications including cloud hosting, for meeting all the requirements and SLAs of the RFP. In case it is found that additional infrastructure and applications are required for meeting the RFP requirement and the same has not been quoted by the bidder, the bidder shall provide all such additional infrastructure/applications at no additional cost.
   e) All Data will be handed over by the bidder to MDSU after completion of the every academic year.

7. Penalty / L.D.

Non working / deficiency on bidder's part, if any module is not working than the following penalty will be imposed:

1.   Rs. 10,000/- per day for non working / delay of any module other than examinations
2.   Rs. 50,000/- per day for non working / delay of examination related modules.

Maximum penalty / LD is 10% of the work order cost.

8. Settlements of Dispute

(8.1)   If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to the Hon'ble Vice Chancellor, Maharishi Dayanand Saraswati University, Ajmer whose decision shall be final.

(8.2)   All legal proceedings, if necessary arises to institute may by any of the parties (MDSU or Contractor) shall have to be lodged in courts situated in Ajmer and not elsewhere.

(8.3)   **Loss of Revenue to the Tendering Authority:** The bidder shall be vicariously liable to indemnify the Tendering Authority in case of any misuse of data/information by the bidder,

deliberate or otherwise, which comes into the knowledge of the purchaser during the performance or currency of the contract.

9. Service level Agreement (SLA)

SLA will be provided after finalization of the successful bidder along with LoI.

10. Annexures

Annexure – 1: Request for Clarification

The bidders requiring specific points of clarification may communicate with MDSU during the specified period using the following format:

BIDDER'S REQUEST FOR CLARIFICATION

<<Name of Organization submitting query / request for clarification>>

<<Full formal address of the Organization including phone, fax and email points of contact>>			Tel:
			Fax:
			Email:
	RFP Reference (Section No. / Page No.)	Content of RFP requiring clarification	Points of clarification required
1			
2			
3			
4			

Annexure – 2: Guidelines for preparation of Pre-Qualification Proposal
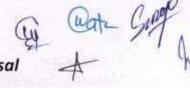
1.   Annual Turnover Details of the Lead Bidder

S. No.	Years	Turnover Details (in Rs.)
A	2018-19	
B	2017-18	
C	2016-17	

* Please include Audited Financial Statements / CA certificate specifying the same for each of the financial years mentioned above

Annexure – 3: Guidelines for Preparation of Technical Proposal

1. A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. In case the bidder edits the content of the proposal covering letter; it will be treated as a non-responsive bid and shall be rejected.

2. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's technical solution meets the requirements specified in the RFP. The technical proposal may not contain any pricing information. In submitting additional information, the bidder should mark it as supplemental to the required response.

3. The proposals must be direct, concise, and complete. Any information which is not directly relevant to this RFP shall be omitted. University will evaluate the bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

4. The bidder shall fill in the technical response as per the template provided Annexure - 4 failing to which, the bid shall be treated as non-responsive and shall be rejected.

Annexure – 4: Template for Technical Proposal
Technical Proposal Response Letter

(To be submitted on the letterhead of the bidder)
Date:
To
The Registrar,
Maharshi Dayanand Saraswati University,
Kayad Road, Ajmer 305009

Ref: RFP Notification number

Subject: Submission of proposal in response to the RFP for Appointment of an Agency for Implementing, Customizing& Maintenance of a University Management System in Maharshi Dayanand Saraswati University, Ajmer

Dear Sir,
Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification number............to for Submission of proposal in response to the RFP for Appointment of an Agency for Implementing, Customizing & Maintenance of a University Management System in Maharshi Dayanand Saraswati University, Ajmer
We have read the provisions of the RFP document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

1. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 90 days from the date of opening of financial proposals.
2. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under thisassignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
3. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
4. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
5. We understand you are not bound to shortlist/accept any or all the proposals you receive.

Name of the Bidder

Signature:
Date:
Place:

Annexure – 5: Format for Commercial Proposal
(To be submitted on the letterhead of the bidder)

To

The Registrar,
Maharshi Dayanand Saraswati University,
Kayad Road, Ajmer 305009

Subject: Submission of proposal in response to the RFP for Appointment of an Agency for Implementing, Customizing& Maintenance of University Management System at Maharshi Dayanand Saraswati University, Ajmer

Dear Sir,

We hereby offer the below quote for University Management System to be implemented at Maharshi Dayanand Saraswati University, Ajmer. (As per terms and conditions as described in this RFP).

Name of the Bidder/ Bidding Firm / Company :

PRICE SCHEDULE

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

Sl. No.	Item Description	Quantity (approx. No of students In ROLL-LIST of main exam for 1 year)	Units	Cost per Student/month (Amount excluding GST To be entered by the Bidder. GST will be paid as per rules) Rs. P	TOTAL AMOUNT	TOTAL AMOUNT In Words
1	2	3	4	5	6	7
1	Per student/month cost for All modules of UMS and Jobworks as given in the RFP. (Note: Students Registered for main examination is the basis for Billing. Also, In the Rolllist 10-20% student increase per year is observed)	330000	students		0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words				INR Zero Only		

Note:

* The bidder should quote the cost per student/per month keeping in mind that every year number of candidates increases 10-20 %. The number of candidate for the purpose of billing will be total number of candidates appearing in the Main exam Roll List.
* No other costs will be paid to the bidder, apart from the one mentioned above.
* The financial quote should be in Indian Rupee and all the payments will be made in Indian Rupee only.

Yours faithfully,

Authorized Signatory
Name & Designation :

Date   :

Seal:

Business Address:

Signature & seal of the bidder

Annexure – 6: Format for Performance Bank Guarantee

Whereas --- (hereinafter called 'the Respondent') has submitted its proposal dated ---------------- in response to the RFP for

Appointment of an Agency to Implement, Customize& Maintain University Management System at Maharshi Dayanand Saraswati University, Ajmer.

KNOW ALL by these presents that WE -- of ----------------
--- Having our registered office at ---------------
----- -- (hereinafter called "the Bank") are bound unto the MDSU , in the sum of --------------------- for which payment well and truly to be made to the said, the Bank binds itself, its successors and assigns by these present. Sealed with the Common Seal of the said Bank this --------------day of -------
---------------------2019.

The Conditions of this obligation are:

• In the event of the successful bidder being unable to service the contract for whatever reason, <> would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of <> under the Contract in the matter, the proceeds of the PBG shall be payable to the <> as compensation for any loss resulting from the Respondent's failure to complete its obligations under the Contract.

<> shall notify the Respondent in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Respondent is in default.

• <> shall also be entitled to make recoveries from the Respondent's bills, Performance Bank Guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

We undertake to pay to <> up to the above amount upon receipt of its first written demand, without <> having to substantiate its demand, provided that in its demand the <> will specify that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including_____, and any demand in respect thereof should reach the Bank not later than the above date.

Signature & seal of the bidder

Annexure - 7: Power of Attorney

Know by all men by these presents, We_____ (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / MS_____ (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of

_____

as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal to 'Implementing, Customizing & Maintaining University Management System *at Maharshi Dayanand Saraswati University, Ajmer*'including signing and submission of all documents and providing information / responses to the MDSU in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For _____
Name:
Designation:
Date:
Time:
Seal:
Business Address:
Accepted,

_____ (Signature)
(Name, Title and Address of the Attorney)

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- The Power of Attorney shall be provided on Rs.100/- stamp paper.

To

Date:

The Registrar
Maharshi Dayanand Saraswati University,
Kayad Road, Ajmer 305009

Dear Sir,

We ....Who are established and reputable bidder having office at -------- do hereby
certify that MDSU shall have absolute right on the digital data and output processed /
produced by us. We shall be responsible for security / safe custody of data during
processing.

We also certify that the data will not be taken out of the university premises on any media.
The original input data supplied to us by MDSU and output processed / produced from input
data will not be passed on to any other agency or individual other than the authorized
person of MDSU . We shall abide by all security and general instructions issued by the
university from time to time.

We also agree that any data from our computer system will be deleted in the presence of
MDSU officials after completion of the project task.

Thanking you,

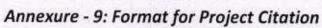Yours faithfully,

Authorized Signatory
Name & Designation :

Date   :

Seal:

Business Address:

Annexure - 9: Format for Project Citation

S No	Item	Details	Attachment Ref. Number
1	Name of the Project		
2	Date of Work Order		
3	Client Details with address and Contact Numbers		
4	Scope of Work		
5	Contract Value		
6	Completion Date		

Note: The Bidder is required to use above formats for all the projects referenced by the bidder for the pre-qualification criteria and technical bid evaluation. The bidder should also attach all supporting documents for the citations provided herein.

Signature & seal of the bidder

Annexure - 10: Scope of the Work and Deliverables (Regarding Examination modules)

Scope of the Work

System study of present working system of the University with special reference to various examination schemes, online work, result preparation for Main/RE/Supplementary and degree Preparation are the integral constituents of the project along with user friendly role based web application interface for students, colleges and University. One umbrella working is quintessence of the contract so it is a must for the bidder to make necessary arrangement to undertake all corrections of Tabulation Register (TR) to the data as they crept up and then relevant document viz. corrected Mark sheet, Duplicate mark sheet, Advance Marks sheet, Provisional certificate and Migration certificate etc. are printed and supplied on the case to case basis.

In the case of extension of agreement the documents/services mentioned at 'point no.9: Value added services' of "Deliverables" be provided for earlier year(s) too along with current year.

Key Features required for project:

- Designing of e-forms for various examinations. The application should be browser independent and dynamic in nature. The labels on the form should be bilingual (Unicode based) wherever required i.e. in Hindi(devnagri lipi) as well as in English.

- In the e-form Name of Candidate, Father's name and mother's name must be captured in bilingual (Unicode based) i.e. in Hindi (devnagri lipi) as well as in English and it should be preserved for the use of degree preparation.

- In the e-form Aadhaar (Unique Identification number) / NAD Id. should be captured from the candidate and it should be online verified as per the need of the University.

- The University has been registered itself with National Academic Depository(NAD), where the various documents like marks sheet, provisional certificate, degree, transcript etc. will be pushed to the NAD for secure public use. To accomplish this, firm has to upload data in the desired format to the designated website/portal. The firm has to acquire necessary digital signature and other official formalities required to complete this task. The amount to be charged for per uploading by the NSDL/CDSL (as decided by the MHRD/UGC) will be paid/reimbursed extra by the University.

- On-line filling up of examination forms and enrolment/eligibility forms considering eligibility criteria and validation. Printing of Payment invoice with unique control number to enable the student deposit fee at E-Mitra or/and online banking. After depositing the fee the student will print the exam form/RE form from the portal. For this purpose online application should be capable to handle this method of fee collection.

- To upload photo, signature and eligibility document (if required) of the applicant.

- Providing **web Support** for getting admission card online and providing interface to the college so that they can verify forms and print examination material of their college login in the event of material not reached.

- **Portal** should have related training material like how fill ONLINE forms, eligibility criteria's etc. in PDF or PPT form

- Reflection of class 12 data of RBSE/CBSE and last year data in e-forms for 2nd year, 3rd year and final year candidates to provide ease for form filling. (if required, data of last year examination will be provided to the firm)

- Providing necessary training to the University officials and college principals/ representative at the University to handle web based working at their end. (if required)

- Providing interface to view college wise/ exam wise examination statistical information on the portal.

- There should be separate section on website for publishing general information like syllabus, time table, press notes, circulars, RTI information, merit lists and other information of student/college/public interest.

- Prepare and supply of data and examination material in the manner as mentioned under the 'Deliverables'

- It is expected that there will be approx. one Lakh new students enrolled each year. Unique Enrolment numbers will be generated for Regular and Non collegiate (NC) separately for the class wise duly checked data of all I year, Previous year/I semester examinations in the order of ROLLNO. Starting digit for regular and NC students enrolment number will be received by the examination/enrollment section by the firm. In the Roll list, admission cards and other relevant documents, this enrolment number must be printed.

- The firm will register/renew at least two domain names for the websites and acquire requisite server space. The firm will submit details and related documents of domain name registration/renewal and server space acquisition to the University along with the bills for payment.

- The system shall be scalable to incorporate additional requirements, high volume of transactions / simultaneous operations etc. The software should be load tested and fine tuned for performance to accept at least 50000 to 75000 applications per day. It should be able to serve minimum of 1500-2000 concurrent users.

- Unique Roll Number should be generated in the order of Centre⇨Institute⇨Category⇨Ordinance⇨NameOfCandidate⇨Father's name⇨Mother's Name

- Firm will be required to evaluate through double scanning of OMR answer sheets of compulsory papers. The firm will also post awards generated as a result of preparation of answer book (coding) process. Preparation of answer books means that answer books are verified, shuffled, marked with fictitious code and packed into bags etc.

- Firm should have ability to organize gathered data/information in the format desired by the University also the application software should provide for proper audit trail for any change made in the data by any stake holder.

- Final data must be submitted in two copies to MDSU in prescribed formats and on proper media i.e. CDR/DVDR as per time schedule of project along with declaration mentioned under deliverable.

- **SMS to all the students regarding their examination, centre and result status. SMS for different kind of activities.**

Deliverables

1. Pre Conduct of Main Exam.

S.No.	Processes/Reports Required for Pre Exam. (main) Work	Type of Stationery /Part
1.	Uploading Syllabus, Online filling short profile of colleges and printing of examination scheme with subjects (and their allowable papers, groups if applicable) drawn from Syllabus for approval from MDSU. Preparation of College/Centre list	A4 cut sheet
2.	College wise/Exam wise fee collection report with fee heads and control No. etc. (only live cases)	15x12x2
3.	Check list of Forms filled with full data captured online, exam wise college wise. (only live cases-fee deposited). Separate check list for enrollment purpose.	15x12x2
4.	Update List of check list	15x12x2
5.	Basic roll list	10x12x1
6.	List of Exam wise Registered number of students Seeking Roll No. series from MDSU	15x12x2
7.	Roll list 3 copies after generation of unique roll no and enrolment numbers	15x12x3
8.	Preparation and supply of attendance sheet in triplicate subject wise/centre wise	as per sample
9.	Admission cards(student copy online) and Centre copy with Photo along with Time Table of Examination as approved by the University to be prepared and packed college wise.	A4 cut sheet (80 GSM) Pre Printed
10.	Enrolment Certificate Packed College wise.	10x12x1
11.	Enrolment Register separate for Regular/Ex. and Non Collegiate students with proper space between 2 candidates (as per sample)	15X12X1 (100 GSM) Pre printed
12.	Final List of Enrolment for despatch to Colleges	10x12x3
13.	QP Statement (6 copies) with nomenclature and code numbers.	15x12x3
14.	N.R. Statement (6 copies) with nomenclature and code numbers.	15x12x3
15.	Sitting statement (Plan) class-wise/ Centre-wise/ subject-wise /paper-wise/ Roll numbers-wise	10x12x2
16.	Various Statistical reports i.e. exam wise, faculty wise, category wise like SC, ST, OBC, Gen., Male, Female, Total etc. Other Registration summary(statistical statement) as required by the University.	15x12x3
17.	Roll List of students having registration in practical subjects for secrecy section. (as per sample)	15x12x1
18.	Fee collection statement day/month wise /college wise/exam wise with mention of fee heads, sub heads and reconcile from bank statement. ** above statement is required day to day basis	as per requirement
19.	College wise/roll no wise/subject wise list of (excluding compulsory subjects) ex and non collegiate students to fill practical awards for carry forward purpose	10x12x2
20.	Statement of Centre wise/ subject wise/ paper wise/ date wise/ inning wise registered candidates for load assessment of particular date and inning.	A4 cut sheet
21.	Any other process & report required by the University.	

2. Pre Conduct of Supplementary Exam.

S.No.	Processes/Reports Required for Supplementary Exam.	Type of Stationery /Part
1.	Extracting data from Main Exam data file for Supplementary and other relevant cases, this data will be used for on line form filling.	data processing
2.	Reports mentioned under the table No. 1 Pre conduct of Main exam. from s.no. 2 to 9 and s.no. 13 to 18.	as mentioned in the table
3.	Any other process & report required by the University.	

3. Pre Conduct of Re-evaluation and Scrutiny Exam.

S.No.	Processes/Reports Required for RE/Sct. Exam.	Type of Stationery /Part
1.	Online Form filling	----
2.	Supply of Check List of forms	15x12x2
3.	Any other process & report required by the University.	

4. Post Conduct of Main Exam:

S.No.	Processes/Reports Required for Post Exam work (Main)	Type of Stationery /Part
1.	Editing / Updation of Roll List	----
2.	Supply of Roll updation List	15x12x2
3.	Making final correction in Roll Data	----
4.	Preparation of Answer book work i.e. putting fictitious roll number (code no.) on answer books etc. (detail mentioned in table no. 4.1)	----
5.	Prepare and supply of exception list (exam wise)	15x12x2
6.	Supply of exception list (subject/ paper wise for use of secrecy section)	10x12x2
7.	Resolve Exception	----
8.	Implementing Grievance committee recommendations/ RW-EX/ RW-EN/ UM/ RL	----
9.	Supply of compilation marks with roll nos. for final year/semester examinations.	10x12x2
10.	Result Processing	----
11.	Supply of Press Release.	15x12x2 (8 copies)
12.	Display of result status of the student on website.	----
13.	Supply of Tabulation Register (TR)	15x12x3 (80GSM)
14.	Supply of Marks Sheets (note: All final year exam marks sheet will be printed with student's photo)	As per sample (100 GSM)
15.	Supply of provisional certificate for all final year successful candidates	as per sample
16.	Various Statistical reports i.e. exam wise, faculty wise, category wise like SC, ST, OBC, Gen., Male, Female, Total, result status etc. Other Registration summary(statistical statement) as required by the University.	15x12x3
17.	Scanning and providing soft copy of assessed answerbook required by the candidate under RTI act through university portal or e-mail.	soft copy
18.	Supply of Check List of Merit List with address of the student as per University rules	A4 size cut sheet (in 2 copies)
19.	Supply of Provisional Merit List with address of the student after making correction.	A4 size cut sheet (in 2 copies)
20.	Supply of Final Merit List with address of the student after making correction	A4 size cut

	(if required)	sheet (in 2 copies)
21.	Display of Provisional and final merit list exam wise on website (as per requirement of the University)	----
22.	Any other process & report required by the University.	

4.1. Preparation of Answer Books i.e. putting fictitious no. and scanning etc.

1.	Answer books are to be packed in cloth bags each having 300(aprox) answer books. These bags shall be supplied in different colours in each faculty at UG/PG exam by the contactor at his own cost. The bags should confirm to the quality as per sample.
2.	The work is of confidential nature, Particulars and details of the workers have to be produced by the agency in the prescribed format.
3.	All the supervisory staff should possess working knowledge of English. Qualification:- a) Managerial staff – Graduate. b) Clerical staff – 10th Pass.
4.	(i) Contractor/firm will employ one manager who will be the leader of the whole team. There will be two assistant manager level persons who will be heads of evaluation of answer books. (ii)There will be sufficient technical, clerical and peon level staff in appropriate ratio as decided by the Manager/University in team working for preparing answer books. However, the number of employees depending upon requirement of work may be adjusted. In addition to above, four data entry operators will be employed by the firm for clearing the exceptions related to flaps and they will remain under the direct control of C.O.E. (iii) The contractor/firm will make arrangement of minimum 5 PCs with printer for data entry work, if required.
5.	Approximately 40000 answer books per day with an average of 2 lacs answer books weekly will be required to be prepared. Firm will ensure to arrange at least four fict.no. printing/scanning machines for this job.
6.	Preparation of answer books means: i. Collection of written Answer books packets with attendance sheets from secrecy section ii. Counting and verification of Answer books received with attendance sheets. iii. Answer books are shuffled, Printing of fictitious roll numbers at 3 specified places on the cover page of each answer book. iv. Tearing roll number flap from the Answer books.

7.	Supply of good quality polythene packets with following material:
	a. OMR award sheet bearing fictitious roll number of corresponding packet.
	b. Three good quality craft paper/cloth lined envelopes for OMR sheet, one craft paper envelope (33x18 cm.) for foil, one craft paper envelope (33x10 cm.) for counter foil and one cloth lined outer envelope (36x20 cm) of same GSM as per the samples.
	c. Sticker for placing in the transparent packet of the bag with following information:
	    i. Packet no.
	    ii. Examination Name
	    iii. Paper code
	    iv. No. of Answer books.
	d. One polythene envelope containing sticker with above details, award sheet, question paper, Examiner bill form and any other forms supplied by the University.

8.	Placing the polythene envelope in the bag along with the Answer books and packing / strapping the bag.
9.	Marking the packet no. / Subject / paper code on the bag.
10.	Scanning / feeding of the Answer book flap having original and fictitious roll number.
11.	Supply of coding number allotment registers examination wise/paper wise.
12.	Supply of good quality bags for Answer book sized 18"/24"/36" long bags and a transparent polythene packet of 4"x6" size on the bag.
13.	Scanning of award sheets and preparation of awards with actual roll no.
14.	The work is seasonal in nature may not be spread throughout the year. The capacity is an

	indicator of maximum. However, the work shall be allotted as and when available. The University does not guarantee any minimum work and bidder is required to work on the basis of exigency & urgency of the work.
15.	The University will provide rent free place for the work with free electricity and furniture.

Note: The University may adopt another system for defacing the original rollno and preparation of answer book for betterment. The firm will work accordingly.

5. Post conduct of Supplementary Exam.

S.No.	Processes/Reports Required for Post Exam work (Supp)	Type of Stationery /Part
1.	Work mentioned under the table No. 4 Post Conduct of Main exam from s.no. 1 to 17.	As per table
2.	Any other process & report required by the University.	

6. Post conduct of Re-Evaluation and Scrutiny Exam:

S.No.	Processes/Reports Required for Post Exam work (RE & Sct.)	Type of Stationery /Part
1.	Updating of Check List	----
2.	Supply of updation List	15x12x2
3.	Making final correction in registered candidate Data	----
4.	Supply of Answer book requisition statement	10x12x2
5.	Supply of OMR award sheet (pre printed detail of student)	as per sample
6.	Scanning of OMR Award Sheet/ double feeding of manual award sheet, checking and updation of awards.	----
7.	Implementing Grievance committee recommendations.	----
8.	Result Processing	----
9.	Display of result status of the student on website.	----
10.	Supply of Tabulation Register (TR)	15x12x2 (80 GSM)
11.	Supply of revised Marks Sheets for change result cases (note: All final year exam marks sheet will be printed with student's photo)	as per sample (100 GSM)
12.	Supply of revised provision certificate for all final year successful candidates for change result cases	as per sample
13.	Letter with address to be sent to the candidates	10x12x2
14.	Supply of Form 77E statement	15x12x2
15.	Statistical reports regarding result change, no change status etc.Other statistical statement as required by the University.	15x12x3
16.	Any other process & report required by the University.	

Note: The Centre/College copy of the above statements should be available online in college pannel also.

Signature & seal of the bidder

7. Supply of OMR Answer (Response) sheet

(a) Supply pre scanned and litho numbered OMR Answer (response) sheets for Gen. Hindi, Gen. English, Elementary Computer Application and Environment Studies, etc. (8.5"x11"-100 GSM Map litho paper) as per specifications as prescribed by the University question paper of 150/100/80 questions.

(b) Double scanning of filled sheets, removing the errors of roll nos. in both scanning and then comparing the response of both the sheets and after corrections prepare final data for evaluation.

(c) Evaluation of the sheets and prepare final award sheets in two copies.

Note: The firm is required to provide online facility to the University/college panel for correction the student data, filling absentees, practical marks, printing of statements in addition to supply the material
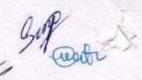
8. Degree Writing

S.No.	Processes/Reports Required for Degree work	Type of Stationery /Part
1.	Data retrieving of successful candidates from main exam data	----
2.	Preparation of data with the help of TR, exam form, main exam data, RE/Sct. data and data entry	----
3.	Showing such data as prepared as per point no. 2 above on the website for seeking corrections, if any, from the students.	----
4.	Supply of Check List in Hindi(Devnagri lipi) and English both	15x12x2
5.	Supply of Updation of Check list	15x12x2
6.	Supply of List of successful candidates	10x12x3
7.	Printing of Degree on Pre Printed stationery with Laser jet printer (Paper of degree will be supplied by the University)	----
8.	Any other process & reports required by the University.	

9. Value added services

S.No.	Details of Activities	Duration of the work
1.	Correction in T.R. Data and recalculation of result as per correction at the University premises.	
2.	Preparation and printing of Revised Marks Sheet, Duplicate marks sheet, Advance marks sheet, Provisional certificate, migration certificate at the University premises as per requirement of the University.	
3.	Correction of R.L. results in data and printing of corrected RL marks sheet at the University premises as per requirement of the University.	throughout the contract period
4.	Availability of corrected Data of the student on the University web site in prescribed format for verification.	
5.	Provide various statistical/MIS reports required by the University, Govt, UGC or other agency as and when required.	
6.	Firm is also required to do above mentioned work from exam year 2015-16 (last updated data files will be provided by the univeristy to the firm but minor corrections may be made, if required, by the firm)	

10. Work relating to National Academic Depository (NAD)

S.No.	Details of Activities	Duration of the work
1.	Capturing and verification of Aadhar number / NAD Id. from the student. (If any cost involve in the verication process, the firm has to bear the cost)	throughout the contract period
2.	Validating/checking/correcting the data before uploading on NAD	
3.	Uploading the required courses/documents/templates/data/PDF on NAD as per data formats like XML or other format as per their need. (if any bill raised by the CDSL/NSDL for uploading charges, it will be borne by the University)	
4.	The firm is required to do the entire process by using digital signature(where ever it is required)	

Note:

1. Where GSM of paper is not specified, minimum 60 GSM paper should be used.

2. Printing on cut sheets should be done through Laser Jet printer and original tonner cartridge should be used for printing

3. **Online version of reports**: Firm should also provide the above mentioned reports in online to the student/college/university panel.