



**CENTRE FOR PROFESSIONAL AND ADVANCED STUDIES, GANDHINAGAR, KOTTAYAM-680 008.**

(Established by Govt. of Kerala)

E- mail: cpaskerala2017@gmail.com

**DIGITALISATION OF CENTRE FOR PROFESSIONAL AND ADVANCED STUDIES**

***RE TENDER NOTICE***

**Tender No. 50/CPAS/Automation/17-18/2**

**30/01/2018**

**1. INTRODUCTION**

Sealed tenders are invited from eligible, reputed, qualified Software Development Agency to implement/develop file flow, academic, accounting, and HR Management system software for CPAS with the features listed in the Functionalities/Features compliance sheet. The Scope of Work is detailed in this document. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in this Document.

**2. PROJECT TIMELINES**

The project should be completed within 3 Months.

<b>Total Project Period</b>	<b>3 Months</b>
Requirement Gathering	2 Weeks
Customisation, development & Implementation	8 Weeks
UAT & Project Go live	2 Weeks
<b>Warranty</b>	<b>12 Months after Project Go live</b>

**Important Dates:**

Pre bid meeting: 02/02/2018

Last Date of submission of Tender: 10/02/2018, 03.00PM

Technical bid opening: 10/02/2018, 03.15 PM

Live Demo and presentation of the project: 12/02/2018

**Sd/-  
DIRECTOR**

#### 4. INSTRUCTIONS TO BIDDERS

##### a. Document fee

Tender fee is Rs. 2000 +12% GST

Tender fee shall be paid by way of Electronic Transfer in favour of Director, Centre for Professional and Advanced Studies, S.B A/c No: **36906228308** payable at SBI, Medical College- Kottayam (IFS CODE: SBIN0070111, MICR code: 686002915).

EMD Rs.1,06000 as DD in favour of Director, Centre for Professional and Advanced Studies, S.B A/c No: **36906228308** payable at SBI, Medical College- Kottayam.

b. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the tender documents. Failure to furnish all information required as mentioned in the documents or submission of a proposal not substantially responsive to the tender documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

##### c. Pre-Bid meeting

CPAS will host a Pre-Bid meeting, the date, time and venue of the meeting is as per Data Sheet attached in this document. The representatives of the interested organizations may attend the pre-bid meeting at their own cost. The purpose of the meeting is to provide bidders with information regarding the proposed solution requirements in reference. Pre-Bid meeting will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the project (maximum of 2 persons per organization).

##### d. Response to Bidder's Enquiries

All enquiries from the bidders relating to this document must be submitted in writing exclusively to the contact person. Contact details are provided in Sec.4.j of this document. The queries should necessarily be submitted in the following format:

SI. No	Bidding Document Reference(s) (section number/ page number)	Content of tender document requiring Clarification	Points of clarification

All enquiries should be sent either through email before the defined date and time. The CPAS shall not be responsible for ensuring that bidders' enquiries have been received by them. However CPAS neither makes any representation or warranty as to the completeness or accuracy of the responses, nor does it undertake to answer all the queries that have been posted by the bidders. All responses given by CPAS will be distributed to all the bidders.

#### **e. Supplementary Information / Corrigendum / Amendment to the tender document**

- i. If CPAS deems it appropriate to revise any part of this document or to issue additional data to clarify an interpretation of the provisions of this document, it may issue supplements/corrigendum to this document. Such supplemental information will be communicated to all the bidders by making available on the website of CPAS ([www.sme.edu.in](http://www.sme.edu.in)) Any such supplement shall be deemed to be incorporated by this reference into this document.
- ii. At any time prior to the deadline (or as extended by CPAS) for submission of bids, CPAS, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, CPAS may modify the document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding to all the bidders.
- iii. In order to allow bidders a reasonable time to take the amendment(s) into account and for preparing their bids, CPAS, at its discretion, may extend the deadline for the submission of bids.

#### **f. Proposal Preparation Costs**

The bidder shall be responsible for all costs incurred in connection with participation in the tender 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 CPAS to facilitate the evaluation process and all such activities related to the bid process. This document does not commit CPAS to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the contract for implementation of the project.

#### **g. CPAS's Right to terminate the Process**

CPAS makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this document does not constitute an offer by CPAS. The bidder's participation in this process may result in CPAS selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by CPAS to execute a contract or to continue negotiations.

#### **h. Authentication of Bids**

The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. Written power-of-attorney accompanying the bid shall support a letter of authorization. All pages of the bid including the duplicate copies, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the bid.

#### **I. Interlineations in Bids**

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by Bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

#### **j. Venue & Deadline for submission of proposals**

Proposals, in its complete form in all respects as specified in the tender document, must be submitted to the address specified below:

DIRECTOR, CENTRE FOR PROFESSIONAL ADVANCED AND STUDIES, GANDHINAGAR P.O.,

KOTTAYAM-686 008.

Contact number for clarifications- 9447600750

Last Date & Time of submission : 10/02/2018, 03.00PM

**k. Late Bids**

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever shall not be entertained and shall be returned unopened.

**5. BID SUBMISSION**

Proposals must be direct, concise, and complete. CPAS will evaluate bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this document.

Bidders shall furnish the required information on their technical and commercial proposals in The enclosed formats only. Any deviations in format or if the envelopes are not sealed properly, the tender will be liable for rejection.

**a) Mode of Submission**

1. Submission of bids shall be in accordance to the instructions given in the Table Below:

<b>Envelope 1: EMD (Bid Security)</b>	The envelope containing the EMD shall be sealed and super scribed "Earnest Money Deposit for the Digitalisation of the Centre for Professional and Advanced Studies Project". This envelope should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.
<b>Envelope2: Response to Pre- Qualification Requirements</b>	Response to the Pre-Qualification Requirements shall be prepared in accordance with the requirements specified in this document and in the format prescribed. The envelope containing the Response to Pre- Qualification Requirements shall be sealed and super scribed "Pre- Qualification Requirements "Digitalisation of the Centre for Professional and Advanced Studies Project" on the top right hand corner and addressed to CPAS at the address specified. This envelope <b>should not</b> contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.
<b>Envelope 3: Technical Proposal</b>	The Technical Proposal shall be prepared in accordance with the requirements specified in this document. The envelope shall be sealed and super scribed " <b>Technical Proposal - Digitalisation of the Centre for Professional and Advanced Studies Project</b> " on the top right hand corner and addressed to CPAS at the address specified. This envelope <b>should not</b> contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.

<b>Envelope 4: Commercial Proposal</b>	<p><b>The Commercial Proposal will be submitted only in the printed format and the bidder should submit only one copy of the Commercial Proposal as per the forms in this document.</b></p> <p>All the pages in the commercial response should be on the letterhead of the Bidder with a seal and signature of the authorized signatory of the Bidder. The envelope should also be super scribed <b>“Commercial Proposal – Digitalisation of the Centre for Professional and Advanced Studies Project” (Not to be opened with the Technical Proposal)</b> at the top right hand corner and addressed to CPAS at the address specified in this document.</p>
<b>Envelope 5</b>	<p>All the above 4 envelopes along with the cover letter, should be put in envelope 5 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project (<b>“Digitalisation of the Centre for Professional and Advanced Studies”</b>).</p>
<p><b>Note:</b> The outer and inner envelopes mentioned above shall indicate the name and address of the bidder agency. Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the deadline.</p>	

2. CPAS will not accept delivery of proposal in any manner other than that specified in this volume. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
3. The bidders are requested to sign/ stamp across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.
4. Technical proposal should not contain any commercial information.
5. If any bidder does not qualify in technical evaluation, the Commercial Proposal shall be returned unopened to the bidder.
6. The proposals shall be valid for a period of Six (6) months from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as nonresponsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.
7. In exceptional circumstances, at its discretion, CPAS 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 fax or email.

**b) Commercial Proposal**

- i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. CPAS 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.

- ii. The bidder must provide the Commercial Proposal in hardcopy only and should not comprise of any direct/ indirect conditions. It is required that all the proposals submitted against the tender document should be unconditional in all respect, failing which CPAS may reserve the right to reject the bid.
- iii. Correction of Error
  - a. 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 CPAS. All corrections, if any, should be initiated by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
  - b. Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.
- iv. Prices and Price Information
  - The Bidder shall quote a price for all the components and the services of the solution to meet the requirements of CPAS. All the prices will be in Indian Rupees.
  - No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.
  - The price quoted in the Commercial Proposal shall be the only payment, payable by CPAS to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between CPAS and the Bidder after negotiations. **The price would be exclusive of all taxes.**
  - The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. **A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.**
  - Bidder should provide all prices, quantities as per the prescribed format given in **Format for Bid Response – Commercial Bid**. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.

- It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.
- It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates through the validity of the bid and contract.
- The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go-Live, delivery charges and any other charges as applicable.
- All costs incurred due to delay of any sort, shall be borne by the Bidder.
- CPAS reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

**c) Language of Proposals**

The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of CPAS and will not be returned.

**d) Conditions Under which this document is issued**

- a. This document is not an offer and is issued with no commitment. CPAS reserves the right to withdraw the document and change or vary any part thereof at any stage. CPAS also reserves the right to disqualify any bidder should it be so necessary at any stage.
- b. CPAS shall ultimately determine timing and sequence of events resulting from this document.
- c. No oral conversations or agreements with any official, agent, or employee of CPAS shall affect or modify any terms of this document and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of CPAS shall be superseded by the definitive agreement that results from this document process. Oral communications by CPAS to bidders shall not be considered binding to it, nor shall any written materials provided by any person other than CPAS.
- d. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against CPAS or any of their respective officials, agents, or employees arising out of or relating to this document or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- e. Until the contract is awarded and during the currency of the contract, bidders shall not, directly or indirectly, solicit any employee of CPAS or any other officials involved in this document process in order to accept employment with the bidder, or any person acting in concert with the bidder, without prior written approval of CPAS.



**e) Rights to the Content of the Proposal**

All proposals and accompanying documentation of the Technical proposal will become the property of CPAS and will not be returned after opening of the technical proposals. The commercial proposals that are not opened will be returned to the bidders. CPAS 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. CPAS 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.

**f) Modification and Withdrawal of Proposals**

No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

**g) Non-Conforming Proposals**

A proposal may be construed as a non-conforming proposal and ineligible for consideration:

- i. If it does not comply with the requirements of this document. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals non-conforming.
- ii. If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this document or do not appear to address the particular requirements of the proposed solution, and any such bidders may also be disqualified.

**h) Disqualification**

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

- i. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- ii. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- iii. The bidder qualifies the proposal with his own conditions.
- iv. Proposal is received in incomplete form.
- v. Proposal is received after due date and time at the designated venue.
- vi. Proposal is not accompanied by all the requisite documents.
- vii. If bidder provides quotation only for a part of the project.
- viii. 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.

- ix. Commercial proposal is enclosed with the same envelope as technical proposal.
- x. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- xi. 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/bidders are withdrawn upon notice immediately.
- xii. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 30 working days of the date of notice of award of contract or within such extended period, as may be specified by CPAS.
- xiii. While evaluating the proposals, if it comes to CPAS'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 three years from participation in any of the tenders floated by CPAS.
- xiv. If the bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (including the hard and soft/electronic copies of the same) submitted along with that contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

**i) Period from which services have to commence**

All activities as per the Scope of Work of this Project as mentioned in the document should commence from the date of signing of agreement with the successful Bidder.

## **6. BID OPENING AND EVALUATION PROCESS**

### **a. Bid opening sessions**

1. Total transparency will be observed while opening the proposals/bids.
2. CPAS reserves the rights at all times to postpone or cancel a scheduled bid opening.
3. The bids will be opened, in two sessions, one for pre-qualification & Technical and one for Commercial of those bidders whose technical bids qualify, in the presence of bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.
4. The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for CPAS, the Bids shall be opened at the same time and location on the next working day.

However if there is no representative of the bidder, CPAS shall go ahead and open the bid of the bidders.

5. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
6. The bid security will be opened by CPAS for bid evaluation, in the presence of bidders' representatives (only one per bidder) who may choose to attend the session on the specified date, time and address. The Bid Security envelope of the bidders will be opened on the same day and time, on which the Technical Bid is opened, and bids not accompanied with the requisite Bid Security or whose Bid Security is not in order shall be rejected.

## **b. Overall Evaluation Process**

- a) A tiered evaluation procedure will be adopted for evaluation of proposals, with the technical evaluation being completed before the commercial proposals are opened and compared.
- b) CPAS will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. CPAS may seek inputs from their professional, external experts in the technical and commercial evaluation process.
- c) The CPAS shall assign technical score to the bidders based on the technical evaluation criteria. The bidders with a technical score above the threshold as specified in the technical evaluation criteria shall technically qualify for the commercial evaluation stage.
- d) The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

## **c. Evaluation of Technical Proposals**

The evaluation of the Technical bids will be carried out in the following manner:

1. The bidder technical solution proposed in the bid document is evaluated as per the requirements specified in the document and adopting the evaluation criteria spelt out in this document. The Bidders are required to submit all required documentation 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.

2. Proposal Presentations: The Tender Evaluation Committee constituted by the CPAS may invite each bidder to make a live demonstration of the proposed solution to CPAS at a date, time and venue decided by CPAS. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals.

3. The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional and technical experts in the evaluation process.

4. Following will be the technical evaluation methodology:

- Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
- Only the bidders score a total Technical score of 75 (**seventy five**) or more, will qualify for the evaluation of their commercial bids, as explained in the Technical Evaluation Criteria.
- The commercial bids of bidders who do not qualify technically shall be returned unopened to the bidder’s representatives after the completion of the evaluation process.
- The committee shall indicate to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the financial bids.
- The technically short listed bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

#### **d. Technical Evaluation**

The Bidders has to provide all the Documentary evidences & certifications mentioned in the Pre-Qualification Criteria. Only the bidders who comply with all the Pre-Qualification Criteria will be considered for Technical Evaluation.

**At the time of technical evaluation bidders should demonstrate the actual proposed software solution before the technical committee.**

#### **Technical Evaluation Criteria**

S.no	Evaluation Criteria	Max. Marks
1	Proposed file processing solution implemented in State/Central Govt. departments/PSUs 5 Projects and above = 20 marks 4 projects = 15 marks 3 projects = 10 marks	20
2	Proposed Education Management solution implementation 5 Projects and above =15 marks 4 projects = 11 marks 3 projects = 7.5 marks	15

3	Proposed HR Management solution implementation 5 Projects and above =10 marks 4 projects = 7.5 marks 3 projects = 5 marks	10
4	Proposed Accounting Package solution implementation 5 Projects and above =5 marks 4 projects = 4 marks 3 projects = 3 marks	5
5	Adequacy of the proposed solution, Approach & Methodology, Application Architecture, Execution Strategy and work plan	5
6	Live demonstration of the proposed solution showcasing the capability match with the department requirement (techno-functional compliance)	35
4	Techno-Functional Compliance	10

Bidders must score at least 75 Marks out of 100 in the technical scores. Bidders should submit all the necessary documentary evidences for the technical bid.

## 7. PRE-QUALIFICATION CRITERIA

The invitation for bids is open to all entities registered in India who fulfill prequalification criteria as specified below.

1. All the pre-qualification criteria have to be met by the bidder on its own.
2. CPAS reserves its right to subject the bidders to security clearances as it deems necessary.
3. The participation is restricted to companies registered in India. The Bidder shall satisfy all of the criteria below:

### Pre-Qualification Criteria

Criteria	Proof of documents to be submitted
BIDDER must be a registered company	Copy of the Company registration certificate issued by Registrar of Companies
BIDDER should have GST/PAN Registration	Proof of GST/PAN Registration
The BIDDER should have ISO 27001, ISO 9001: Certification	Valid ISO certificate should be attached
The BIDDER should have an average annual turnover of 5 crores from software sales during the last three financial years i.e 2014-15 ,2015-16 and 2016-17.	Copy of the balance sheets of the company showing turnover of the company should be submitted  OR

	Certificate from the statutory auditor
The BIDDER should be a profit making entity (profit after tax) in the last three financial years i.e 2014-15 ,2015-16 and 2016-17.	Copy of the balance sheets of the company showing profit/loss of the company should be submitted.
The BIDDER shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Self-certificate
*Bidder should submit all the documentary proofs for Pre-Qualification.	

## 8. TECHNICAL PROPOSAL:

1. Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations. The Technical evaluation criteria are specified below.
2. All the mandatory undertakings.
3. The technical proposal should address all the areas/ sections as specified by the document and should contain a detailed description of how the bidder will provide the required services outlined in this document. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as "supplementary" to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this document, the proposal must include a description of such services as a separate and distinct attachment to the proposal.
4. The Technical Proposal should address the following:
  - Overview of the proposed solution that meets the requirements specified in the document.
  - Overall proposed Solution, technology, and deployment architecture.
  - Security architecture.
  - Integration Architecture.
  - Network architecture.
  - Details of the Solution.
  - Bill of material of all the components (i.e. software etc.)

- Approach & methodology for project development and implementation including the project plan.
  - Overall Governance Structure and Escalation Mechanism.
  - Project team structure, size, capability and deployment plan (Total Staffing plan including numbers).
  - Training and Communication Strategy for key stakeholders of the project.
  - Key Deliverables (along with example deliverables, where possible).
  - Project Management, reporting and review methodology.
  - Strategy for conducting Operations & Maintenance.
  - Risk Management approach and plan.
5. Comprehensive Project Plan along with Manpower Deployment Plan and resources to be dedicated to the project.
  6. The technical proposal shall also contain bidder's plan to address the key challenges anticipated during the execution of the project.

## **9. EVALUATION OF COMMERCIAL BIDS**

1. The Commercial Bids of only the technically qualified bidders will be opened for evaluation.
2. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
3. Financial Bids that are less than 50% of the average bid price will be disqualified (the average bid price is computed by adding all Financial Bid values of ALL the qualified bidders and dividing the same by the number of bidders).
4. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
5. The bid price will exclude all taxes and shall be in Indian Rupees.
6. Any conditional bid would be rejected
7. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
8. The financial bids of only those bidders, who have scored at least 75 marks in the technical evaluation process, will be opened. The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening. The date and time of the Financial Bid opening will be communicated to all the technically qualified Bidders.

### **9. QCBS evaluation**

- The bidder with highest qualifying technical score (T1) will be awarded 100% score.

Technical Scores for other than T1 bidders will be evaluated using the following formula:

$$\text{Technical Score of a Bidder (Tn)} = \left\{ \left( \frac{\text{Technical Score of the Bidder}}{\text{Technical Score of T1}} \right) \times 100 \right\} \text{ (Adjusted upto two decimal places)}$$

- The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial Scores for technically qualified bidders other than L1 bidders will be evaluated using the following formula:

$$\text{Financial Score of a Bidder (Fn)} = \left\{ \left( \frac{\text{Commercial Bid of L1}}{\text{Commercial Bid of the Bidder}} \right) \times 100 \right\} \text{ (Adjusted upto two decimal places)}$$

- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes which shall be mentioned separately in Indian Rupees.
- Any conditional bid would be rejected
- Technical and financial scores secured by each bidder will be added using weightage of 75% and 25% respectively to compute a Composite Bid Score.
- The bidder securing the highest Composite Bid Score will be the successful Bidder for award of the Project. The overall score will be calculated as follows:-

$$\mathbf{Bn = 0.75 * Tn + 0.25* Fn}$$

Where,

Bn = overall score of bidder

Tn = Technical score of the bidder (out of maximum of 100 marks)

Fn = Financial score of the bidder

- If the composite bid scores are 'tied' between two, the bidder securing the highest technical score will be considered as the successful Bidder for award of the Project.
- Marks will be awarded based on the sufficient proof towards said criteria or based on the demonstration of the same in presentation.
- Only bidders who score at-least 75 marks shall be termed as technically qualified and will be eligible for opening of financial bids.
- The bidder achieving the highest overall score will be invited for negotiations for awarding the contract. **In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations for awarding the contract.**



## **10. AWARD CRITERIA:**

CPAS will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal.

## **11. RIGHT TO ACCEPT ANY PROPOSAL AND TO REJECT ANY OR ALL PROPOSALS:**

CPAS 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 or bidders or any obligation to inform the affected bidder or bidders of the grounds for CPAS's action.

## **12. NOTIFICATION OF AWARD:**

Prior to the expiration of the validity period, CPAS will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance bank guarantee, CPAS will promptly notify each unsuccessful bidder and return their Bid Security.

## **13. CONTRACT FINALIZATION AND AWARD:**

The CPAS shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. If it is unable to finalize the contract with the bidder ranked first due to any reason, the CPAS may proceed to and negotiate with the next ranked bidder, and so on as per General Financial Rules (GFR) until a contract is awarded. CPAS reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the document and is, in the opinion of the CPAS, the most advantageous and represents the best value to the proposed project, price and other factors considered. Evaluations will be based on the proposals, and any additional information requested by the CPAS. Proposed project will involve the payment for the contract, not only based on successful delivery of the solution but also on the success of the project after "Go-live".

## **14. SIGNING OF CONTRACT:**

At the same time as CPAS notifies the successful bidder that its proposal has been accepted, CPAS shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between CPAS and the successful bidder. The Draft of agreement is provided separately. This is to be executed on non-judicial stamp paper.

CPAS shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.

## **15. FAILURE TO AGREE WITH THE TERMS AND CONDITIONS OF THE DOCUMENT:**

Failure of the successful bidder to agree with the Terms & Conditions of the document shall constitute sufficient grounds for the annulment of the award, in which event CPAS may award the contract to the next best value bidder.

## 16. PAYMENT TERMS AND SCHEDULE

### a. Performance Bank Guarantee:

- A performance bank guarantee of 10% of value of the contract would be furnished by the bidder in the form of a DD / Bank Guarantee as per the format provided in this document from an India Public Sector Banks or Private sector Banks authorized by the Government to conduct Government transaction. Details of the bank are to be furnished in the commercial offer.
- The performance bank guarantee should be furnished within 15 calendar days from the signing of the contract and should be valid for entire term of the contract.
- CPAS may forfeit the performance bank guarantee for any failure on part of Bidder to complete its obligations under the Agreement.
- The performance bank guarantee shall be returned to the Bidder within 30 days of the date of successful discharge of all contractual obligations at the end of the period of the Agreement by the CPAS.
- In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.

### b. Liquidated Damages:

In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this document, CPAS may at its discretion withhold any payment until the completion of the contract. CPAS may also deduct from the Bidder, liquidated damages to the sum of 0.5% of the contract price of the delayed / undelivered services (as detailed in Volume I of this document) for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of delayed delivery and services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to CPAS under the contract and law.

### c. Payment Schedules and Milestones:

The successful bidder will sign a Service Level Agreement (SLA) with CPAS covering all the required services.

The payment schedule and milestones are divided into two phases:

- Implementation Phase
- Operations and Maintenance Phase

#### Milestones and Payment Schedules for Implementation Phase:

Sl. No.	Payment Milestones for the Implementation phase	% Payment
1	Advance against Performance Bank Guarantee	10%

2	Against agreement	25%
3	Delivery and installation of software	40%
4	Go Live of Application	15%
5	12 months after Go Live(warranty)	10%

## 17. FUNCTIONAL AND TECHNICAL REQUIREMENTS

### Techno- functional Compliance

#### i. Functional Scope

The following are the main functional blocks that would comprise the proposed solution.

- File flow
- H R Management
- Finance and Inventory
- Educational Management
- Academic
- Teaching

The detailed functional requirements for each module are provided below.

#### ii. Scope of Services

The scope of the Services to be offered by the bidder during project implementation phases includes, but not limited to the following:

- Project Planning and Management
- System study and Design
- Development, Customization and Configuration
- Deployment and Commissioning of Software solution in CPAS
- Data Migration
- Training & Handholding support
- Support to testing, audit and certification if needed.

#### iii. Project Planning and Management

- a. Create an organised set of activities for the project.
- b. Establish and measure resource assignments and responsibilities.
- c. Construct a project plan schedule including milestones.
- d. Measure project deadlines and performance objectives.
- e. Communicate the project plan to the Monitoring Committee with meaningful reports.

- f. Issue management to identify and track the issues that need attention and resolution from the University.
- g. Scope management to manage the scope and changes through a formal management and approval process.

The Project Plan prepared by the bidder at the initial stage of the project would be reviewed by the committee formed by CPAS. The bidder would update and maintain the Project Plan throughout the duration of the engagement. All changes are to be reviewed and approved by the Committee.

#### **iv. Development and implementation**

- a. The selected bidder will be responsible for the solution development/implementation of application software on the basis of the requirement gathered from the CPAS. The bidder will ensure that the Best Practices for Software Development are used during the software development / customization and implementation exercise.
- b. Deliverance and implementation of a backup facility to be used in disaster recovery scenarios.
- c. The bidder will be solely responsible for arranging any software tools (apart from the tools and software being provided by the Centre) required during the development/ customization/ testing/ commissioning/ maintaining of the software at their own cost and CPAS in no case will be responsible for arranging any such software / tools. If any such software/ hardware/ middleware/ etc. is being provided and the cost of the same has been provided in Commercial Bid, the same shall be highlighted with reasons. CPAS reserves the right to permit its usage.
- d. All the software or other components used in this project shall be procured in the name of CPAS having perpetual full use enterprise edition or higher licenses with two years AMC and comprehensive support from OEM.
- e. Integration of all modules for seamless sharing of data across all users and between centers based on conditions and rules.
- f. Over the period of the contract, even after the Go-Live of the system, CPAS may require certain modifications or additions in the application or the development of new modules. Also, the selected Bidder can suggest certain improvements in the software to make the operations more effective. In such a situation, the selected Bidder shall be responsible for carrying out software enhancement / development activities, as requested by the CPAS.

#### **v. Data Migration**

Data will be migrated from the source platform to the target platform completely and accurately, and according to company and regulatory policies on information controls and security. This means no dropped or incomplete records and no data fields that fail validation or other quality controls in the target environment.

#### **vi. Deployment and Commissioning of Software solution**

Setting up of own Data Center or state data centre facility for deploying the application is the responsibility of CPAS. The bidder has to deploy the application in the CPAS data center/state data centre or arrange public cloud servers needed for the implementation of the project.

#### **vii. Handholding Support**

The bidder would be required to provide Handholding support to the CPAS once the CPAS has commissioned the solution in its entire centres. As part of handholding support the bidder would provide required qualified and trained person to handhold the staff in the CPAS and ensure that the staffs in CPAS are able to use the Application on their own by the end of the handholding period. Handholding support would be required only after the successful commissioning of the Application.

As part of handholding the bidder will be required to provide training to the concerned staff members of the CPAS and other concerned officers regarding implemented solution on continuous basis and help them to resolve their issues with the new system on a day to day basis. The training should be focused on providing knowledge transfer to the staff members of CPAS so as to increase their awareness and acceptability of the application and the new computerized system as a whole. The training should cover both the general aspects of the computer educations as well as about the application software. The bidder will bear the cost of providing the training; supply of course material, any consumables etc. while CPAS will provide the training premises.

#### **viii. Licenses**

All the licenses if any shall have to be procured by the selected bidder for the successful implementation of this project. The system software licenses shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of CPAS.

Bidder shall provide a comprehensive warranty that covers all components after the

issuance of the final acceptance by CPAS. The warranty should cover all materials, licenses, services, and support for both hardware and software. SDA shall administer warranties with serial number and warranty period. SDA shall transfer all the warranties to the CPAS at no additional charge.

**ix. Source code management**

The Source code would be kept in a joint ESCROW account.

**18. SCOPE OF SERVICES DURING POST IMPLEMENTATION PHASE**

The bidder shall be responsible for the overall management of the system including the software application, facility management services at all CPAS locations for ensuring adherence of SLAs.

SDA shall provide the Operations and Maintenance Services for a period of one year following the deployment and “Go-Live” of the complete solution in CPAS.

**i. Scope of Services during Operate and Maintain Phase**

As part of the Operate and Maintain services, the bidder shall provide support for the software, hardware etc. The bidder shall also provide comprehensive AMC and comprising of but not limiting to the following:

1. Warranty support
2. Annual Technical Support (ATS)
3. Handholding Services if needed

**ii. As part of the warranty services bidder shall provide:**

1. The bidder shall provide comprehensive warranty and on-site free service warranty for 12 months from the date of Go Live of all applications.
2. bidder shall obtain the one year product warranty on all licensed software, if any.
3. The bidder shall provide the performance warranty in respect of performance of the installed software.

**iii. As part of the ATS services the bidder shall perform the following:**

1. The bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.
2. If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of ATS.
3. The bidder should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.

4. Updates/Upgrades/New releases/New versions/Patches/Bug fixes: The bidder shall provide from time to time the Updates/Upgrades/New releases/New versions/Patches/Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates/Upgrades/New releases/New versions/Patches/Bug fixes of the software and tools to CPAS as and when released by OEM.
5. The bidder shall provide patches to the licensed software including the software, operating system, databases and other applications.
6. Software License Management. The bidder shall provide software license management and control. The bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.
7. The bidder shall have complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. The bidder shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.

**iv.** As part of the Handholding services to provide software maintenance and support services SDA shall provide:

1. The Software Maintenance and Support Services shall be provided for all software procured and implemented by the bidder. The bidder shall render both on-site and off-site maintenance and support services to CPAS. The Maintenance and Support Services will cover, all product upgrades, modifications, and enhancements.
2. Updates/Upgrades/New releases/New versions/Patches/Bug fixes. The bidder will implement from time to time the Updates/Upgrades/New releases/New versions/Patches/Bug fixes of the software and operating systems as required after necessary approvals from CPAS about the same.
3. Tuning of application, databases, third party software's and any other components provided as part of the solution to optimize the performance.
4. Amendments in the applications implemented as part of the project to meet the requirements of CPAS.
5. The bidder shall apply regular patches/ updates/upgrades to the licensed software



- including the operating system and databases as released by the OEMs.
6. Software Distribution. The bidder shall formulate a distribution plan prior to rollout and distribute/install the configured and tested software as per the plan.
  7. The bidder shall undertake regular preventive maintenance of the licensed software.
- v. As part of the Handholding services to provide application functional support services  
The bidder shall provide:
1. The Application Functional Support Services shall be provided for all software procured and implemented by the bidder. The bidder shall render both on-site maintenance and support services to CPAS.
  2. Enhancements and defect fixes. The bidder shall incorporate changes, and provide enhancements as per the requests made by University. The bidder shall perform changes, bug fixes, error resolutions and enhancements that are required for proper and complete working of the application.
  3. Routine functional changes that include user and access management, creating new report formats, and configuration of reports.
  4. The bidder shall provide user support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application.
  5. The bidder shall migrate all current functionality to the new / enhanced version at no additional cost to CPAS and any future upgrades, modifications or enhancements.

## **19. SERVICE LEVELS**

This section describes the service levels to be established for the Services offered by the bidder to CPAS. The bidder shall monitor and maintain the stated service levels to provide service to CPAS.

The Service Level Agreements (SLA) parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/ services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of the CPAS, then CPAS will have the right to take appropriate disciplinary actions including termination of contract.

A Service Level violation will occur if the bidder fails to meet Minimum Service Levels, as measured on a quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. A monthly Progress Report shall be provided to the Monitoring Committee at the end of every month containing the summary of all incidents reported and associated bidder performance measurement for that period. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. bidder and CPAS.

Bidders should mark the feature wise compliance of the proposed file flow and HR Management system based on the following requirements.

## 20. FUNCTIONALITIES/ FEATURES COMPLIANCE SHEET

Functionalities/Features	Compliance (Mark Yes/No)
<b>(A) DIGITAL FILE MANAGEMENT SYSTEM</b> <b>a) Inward Management</b>	
The system should provide an integrated scanning solution for inward scanning and capture	
The capture module should support inward processing, validation, indexing and required image enhancements	
The proposed system should support attachments, e-mails and image formats like PDF, JPEG, PNG etc.,	
The system should support bulk import of images and electronic inwards	
The system should have capability to show thumbnail view of scanned inwards	
The system should enable segregation of documents based on varied parameters like Barcode	
The system should enable creation of file/inward	

A user with proper permission should be allowed to create new Inward on receiving a paper for processing	
System should have functionality to set alerts and reminders for file movements which can be easily configured	
The numbering of the Inward should be automatically maintained by the system and the format should be configurable	
Inwards should support multiple attachments and it can be in the following formats: PDF, MS Office, Open Office Document, Plain text and image	
Based on the parameters assigned for inward, the system should prompt the user to send it to appropriate seat for processing	
At any point of time user should also be allowed to apply overriding rules around specific seats and send it to any seat in the office or to outside office, based on the access permission assigned	
Alerts and reminders should be configurable for easy tracking of activities and inward movements	
Inwards from one seat to another should be listed in specific folder until the recipient interacts on the Inward for easy tracking at the point of origin.	
An officer should be allowed to view Inwards that are with seats below in his/her hierarchy and the system should have features enabled for the officer to pull these inwards to his/her seat for further action	
The system should also ensure that no action is possible on Inwards which are not with the user's seat	
System should have features for users to add comments to an Inward before forwarding and these comments should be displayed chronologically	
Duplicating an Inward and forwarding it to a different seat with a new number should be possible	
The system should also allow the user to circulate an Inward to other seats for sharing their comments	
System should enable users to create a new File from	

an Inward or add the Inward to an existing File	
<b>b) File Management</b>	
The system should have features to list all received Files for a user should have a default inbox	
File should provide enough information for the user in the listing itself to identify the subject and the sender of a File for ease of use	
An officer should be able to view Files of all the seats below his hierarchy and should be allowed to pull the File to his seat and process the file.	
Users lower in the hierarchy should be allowed to view files which they have forwarded with provision to see the contents till the forwarding time	
Users with proper privileges should be allowed to view the notes/comments and add their notes	
A user should have the capability to have multiple seats allotted to an employee. The system should be capable of providing an interface to the user to work with Files in all his/her seats using the same login credentials	
The system should have features to view Current file and Note File in chronological order in a single screen for easy preparation of further notes.	
WYSIWYG editor with standard features to prepare the notes should be available.	
The system should support multiple languages including English and Hindi in UNICODE format	
Users should be allowed to insert bookmarks in their notes to refer to any page in the Current File or to any Note paragraph and should be able to attach documents to a file at any time	
Bookmarking to a highlighted portion of a page in the Current File should also be provided	
Documents in the file should be shown in chronological order and attachments should support PDF, MS WORD, Open Office Document and common image formats	
Option to forward a file to another user/seat in the same office or to a user in another office if proper privileges	

are given to the user	
The system should support automatic routing of files through pre-configured rules	
Should be able to share a file with multiple users at the same time for notes entry without forwarding the file	
Facility for exporting a file (in full or in parts) to PDF should be provided	
Facility to track file including current seat of the file should be provided with a view of all the routes the file has taken	
An audit log of all activities of a file should be available and visible to all users in the office	
The owner of the file should be able to close a file and send the file to records for future use.	
The system should not allow modification on closed files	
Facility for linking and referencing other files (both live and closed files) to a master file should be possible.	
Document versioning capability and capability to write version comments	
The system should handle entire lifecycle of documents through record retention, storage, retrieval and destruction policies	
The system should have capability to handle movement & tracking of a record among users within office/across locations	
The system should support annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.	
The system should support automatic stamping of annotations with user name, date and time of putting annotations.	
The system should provide features for securing annotations for identified users	
Should be able to create form templates through user interface	

Attach form to a file and process form along with the file	
The System shall support automatic full text indexing for Text search	
Extensive search facility to retrieve documents /Files	
Facility to create any number of workflows and to attach a file or more files to a specific workflow to override the default path	
<b>c) Drafts &amp; Templates</b>	
Facility for supporting various document templates should be provided	
User with proper privileges should be able to create a new template through a user interface	
User should be able to create a draft document inside (as being part of) a file using templates	
Multiple versions (all versions) of the draft should be stored	
User with proper privilege should be able to view draft and approve	
Facility to create final (fair copy) document from the approved draft document should be possible	
Automatic numbering of final documents should be supported	
User should be able to create a copy of an existing draft and document	
Customization of templates for all individual institutions	
<b>d) Despatch</b>	
Provision to despatch document/multiple documents to users/multiple users (in same office or in different offices)should be supported	
An administrator should be able to specify seats in an office that can accept despatch from other offices	
Facility to list all despatches made from an offices with capability to filter by file-no, destination office etc.	

Should support despatch in different modes – by Post, by email, by online despatch as an inward.	
Support for an address book should be available	
<b>e) Search</b>	
Google like full text search should be supported on inwards, files, drafts and despatches	
Only users with proper privileges should be able to view contents of a file/inward/draft or despatch from search results	
Meta data based search on common fields like file no, sender name etc. should be supported	
<b>f) Dashboard, reports &amp; notifications</b>	
Configurable dashboard for users and seats	
File tracking, File pendency reports should be supported	
System should be able to customize and create new reports as per requirement	
All activities related to an Inward, File and Administration should be logged and shown in a readable format	
Activity log for all users should be maintained and the report to detail all activities of a user for a selected time period should be provided	
System should have facility to send notification in different modes – SMS, Email and Online	
For SMS notification, system should have the facility to configure the SMS gateway settings and send SMS	
For Email notification, system should have the facility to configure Email server settings	
System should be able to configure notifications for events like a new File is forwarded, new Despatch is forwarded, new Inward is created and forwarded etc.	
Message, Chat & Discussion Forum	
Facility for a messaging system similar to an email system should be provided	



Standard features of a text editor should be provided in the messaging system	
The system should have a provision to convert a message thread into an Inward	
Support for attachments should be provided for messages	
Folders for Sent Items should be provided for messages	
Chat facility between the users should be provided	
Indicate whether user is online or offline for chat	
Blacklist chat users	
Turn chat on/off by administrator	
A discussion forum for conducting discussions	
<b>g) Administration</b>	
Master data such as offices, sections, designations, seats and users should be captured to define the organization structure.	
Access to master data maintenance should be restricted to the Super Administrator or to the Office administrator.	
System should be capable of assigning Users with proper roles to distinguish normal, administrative and super administrative users. Permissions or access rights for all major functionalities can be configured for each user. Any number of administrators can be configured in the system	
A notice Board should be provided to Administrators to display general intimations to system users. The duration of the validity of such messages can be set by the Admin	
The system should support definition of Users, Groups and Roles relation in the system	
The system shall support multiple levels of access rights	
The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database	
Web-based administration module for the management	

of system	
The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports	
The system shall support Extensive Audit-trails at user and Folder levels	
The system shall provide facility to generate Audit trails on separate actions, and between specific date/times	
The System shall have audit trail to maintain history of all transactions performed on the system	
<b>(B) HR MANAGEMENT</b>	
Should be able to manage/update an employee data	
Employee details should include token Id, personal, family, professional, experience, education, bank, exit information and so on	
Should be able to manage employee by category and subcategory like teaching staff (Scale of pay, contract, guest), non teaching staff (office staff, Laboratory staff) workers (skilled and unskilled).	
Should be able to manage different grading for workers under skilled and unskilled category and executives	
Update of employee details should go through an approval process	
Should be able to attach any documents against an employee profile	
Should be able to add notes/comments in the employee profile	
User with specific permissions should be able to add different institutions/departments under the main organization with details such as department head, parent department, etc	
User with specific permissions should be able to update designations and grades	
System should be capable to configure all promotion rules for different employee category	
Should be able to generate joining report of an	

employee	
Should be able to generate clearance certificate/ No Objection Certificates to permanent/ guest/ contract/ daily wage, etc.	
Should be able to generate experience certificate	
Should be able to search employees by department, token Id, name, seniority, grade, skilled and unskilled, etc.	
Should be able to generate report by designation, qualification, seniority, departments, category wise, course, nature of appointment etc.	
Should be able to generate employee report based on date of retirement	
Should be able to generate employee promotion list, grade wise list etc.	
Should be able to manage employee deputation in and out	
Should manage promotion extension in case of unauthorized absence etc.	
Employee appraisal should be managed for workers and employees	
Should support all travel reimbursements	
Should be able to manage travel advances	
Should support all medical reimbursements	
Should be able to manage festival advances and repay instalments	
Should be able to generate report of contract labourers by date, department, no. of contract labourers engaged	
Should manage employee retirement	
Should be able to generate relieving letter for employees	
Should be able to manage employee resignation	
Should be able to manage employee termination. Reason for termination should be captured.	

Should be able to manage employee suspension	
Should be able to manage employee transfer	
Should be able generate report of employees on retirement date wise.	
Should be able to generate report of employees retired/ resigned/ transferred/terminated	
Employees should be able to make a leave request (any eligible leave)	
Leave request should go through an approval process	
Should be able to track the leave status including leave balance	
Should be able to manage different leave types	
Should be able to put restriction on different leave types based on the employee type.	
Should be able to create different leave profiles/rules	
Should be able to configure leave period	
Should generate leave summary report	
Should generate leave request report	
Should generate leave statistics report	
Should be able to manage attendance	
should be able to manage unauthorised absence	
Should manage unauthorized absent, late coming, forgot to punch etc.	
Employee attendance should be linked to leave and payroll	
Should manage employee additional duty	
Should manage employee overtime duty	
Should link employee overtime and additional duty with leave and payroll	
Should manage off day duty	
Should generate attendance report of employees on daily, weekly, monthly etc.	
Should generate report on employee additional duty, overtime duty, off duty etc.	

Should manage employee shift	
Should manage shift change request	
Should generate report of employee shift	
Should be able to define different salary structure of employees	
Leave should be linked to payroll	
Incentives should be linked to payroll	
Provision to generate salary certificate	
Provision to add employee job description, address, salary (basic pay, HRA, DA), previous employment details, personal numbers, communication details like employee telephone number, email id, additional personal data, etc.	
Provision to upload office instructions, conveyance, individual reimbursement, nominations, foreign employment, substitutions, license renewal, contract expiry, etc.	
Provision to make discrepancy actions like memo, charge sheet and outcome	
Should be able to generate details regarding LWP/ Unauthorised absence/ ESI leave / Absence on medical ground, accident while on duty in every year	
Should be able to generate report of RTI Act (Sl.No, Name & Address, Information sought, date of receipt of application, date of information sought and received from other depts, charges collected for seeking documents, Accepted/ Rejected, Remarks.	
Capability to define a payroll profile	
Capability to assign a payroll profile for offices, employee types, designations or even individual employees.	
Capability to set salary components that have fixed values or are computed using formula expressions.	
Capability for automatic or manual payroll processing in a given office	
Pay scale/ band management of different categories of employees	
Capability to list and track salary payments	
Capability to generate payroll statement after processing	
Capability to export payroll calculations and statement	
Capability to generate payroll reports according to basic, house allowance, travel allowance etc based on employee wise, department wise, month wise and so on.	
Capability to generate individual payslips – Employees can generate their payslips for a given period	
Capability to export payslips to different formats like pdf and excel	
Issue of form 16	
Schedule preparation for payment of professional tax	

Anticipated income tax computation by employee and it should be linked with TDS section of pay roll	
<b>(C) EDUCATION MANAGEMENT</b>	
Enquiry leading to student registration, interview scheduling, selection and allotment to concerned courses and classes	
Online Application and candidate login	
Online Application fee payment	
Rank list preparation, publication and sms & e- mail to candidate category wise rank	
Counseling intimation/ memo to candidate	
Online/offline allotment/admission/higher option/ wait list of students to various courses on the basis state government reservation policy	
Spot admission rank list preparation and admission	
Admission of students received from CEE/LBS/Govt	
Online fee payments through SBI	
Reports- admitted/cancelled/ category wise/ college wise/ course wise/ fee paid, non- paid/ higher option	
Student enrolment and profile management	
Support custom fields to add custom attributes to the student profile	
Advance search facilities to filter the students based on various criteria and export the data in PDF and Excel formats.	
Generation of student roll	
Generation of Identity cards	
Track attendance records for each course and class during their tenure in the Institution	
Promotion and inter-divisional transfer of students	
Track and manage student liabilities- Add fine entries to the fee collection module	
Generate breakage/ library fine list	
Generate no due certificate from all sections concerned with students	
Track interruptions in the study for a student like suspension, discontinue etc	
Facility to manage student groups	
Institution wise customised, Portal for parents and guardians to access ward's data like attendance, fees, performance, etc	
Employee enrolment and Profile management	
Student/ Faculty/Non-faculty identity card generation	
Manage faculty review and performance evaluation	
Manage academic programs (or courses) for Institutions	
Define class/batch, periods and subjects for each program	
Details of conducted classes/ labs with topics covered / experiments conducted by faculty	
Internal examination question paper preparation for a class (should be secured till the examination and	

accessible only to the concerned teacher and may be archived later and accessible to all teachers after sign in)	
Customizable time table management	
Fully functional college calendar to create and edit events specific to each Institution	
Manage and track student attendance	
Provision for special attendance	
Supports many evaluation types like assignments, exams, internal assessment projects, etc	
Configurable evaluation module which can support any exam scheme	
Archives of University Question paper for signed in students	
Clinical posting/ industrial training management	
Manage records of marks, grades and academic progression	
Configure fee pattern through a fee plan setup	
Manage single or multiple instalments for fee collection against a class	
Configure different accounting heads and amount against each instalment	
Support Fees exemption or discounts to selected students	
Support advance payment option	
Out of the box reports to indicate fee defaulters and fee collection details	
Support notification to the parents/students on the payment of pending instalments	
Online fee collection and payment integration	
Public portal for students and parents	
Reminders and Events	
Portal notifications like forthcoming exams, exam results etc	
Functionality to track attendance and progress of students by the parents	
Functionality to track transportation details of the students by parents in defined interval	
Functionality to provide timetable information for students	
Fully functional library management	
Integration with library management solution	
Vehicle management system	
Placement management system	
Report for student ID card	
Report for attendance sheet – Consolidated	
Report for Students with attendance shortage	
Report for Student details	
Report for Discontinued Students	
Report for Programme details	



Report for Semester details	
Report for Internal Mark sheets for each internal exam and consolidated	
Report for Semester Mark Sheet	
Report for Consolidated Mark sheet	
Report for Semester Mark Sheet	
Report for Provisional Certificate	
Report based on the result of each exam conducted	
Report for supplementary exam conducted	
Report for Campus interviews	
Generation of academic transcript	
Issue of TC/ conduct/ course certificates/transcript	
Management of students e- grants, lump sum grant/ scholarships from various agencies	
Management of PTA/ alumni association	
Admission register	
University mark register	
Notifications to employee, student, parent on dash board	
ios/android app for data entry like attendance mark and for other necessary info with push notification facility to employee, student, parent	
LMS features like publishing assignments online, conducting small online multiple choice tests, publishing course content/notes, videos etc for studets.	
<b>(D) FINANCIAL MANAGEMENT &amp; ACCOUNTING</b>	
<b>1. Accounting</b>	
Tracking of Payments	
Financial accounts	
Asset Acquisition	
Asset Depreciation	
Journal Template	
Cash flow Statements	
Cash Flow Projections	
Cash Register	
Bank Statements	
Budget preparation and integration with accounting	
Budget History	
Reconciliations	
Chart of accounts	
General ledger	
Automatic accounting posting	
Provision for Manual Journal entries	
Trail balance	
Day book	
Trail balance	
Balance sheet	
Profit Loss statement report	

Asset Depreciation Report	
Asset Tracking reports	
All entries in the journal / ledger should have a history and be able to track. Also approval process should be possible where ever necessary. Entries should be possible from each unit institutions based on their budget and should be able to manage and monitor centrally from CPAS Head office.	
Tax Report	
<b>2. Inventory management:</b>	
Stock entry of present items	
Stock Register= glassware/ chemical/ Equipment/ furniture/	
Purchase register	
E-Quotation/ tender / Comparative statement preparation/ purchase sanction work flow	
Bill/ invoice payment approval process	
Intend register	
Intending procedure/ sub store/ lab store management	
Stock auditing/ verification	
Purchase order preparation (Integrated with stock register of main store and sub store of the institution	
AMC Management. Equipment maintenance management/ SOP/ Calibration	
<b>(E) General Requirement</b>	
The proposed product should be built on Open technology stack	
Multi-tier web-based application with centralized database, web and application server with support for clustering	
All attachments, documents, notes and passwords should be stored in encrypted format	
Should have facility to export all files in PDF format and keep a local copy from time to time	
Should keep the data available for download for a period of 6 months after termination/expiry of the contract	
Should support digital signature for login and for signing content	
Application should run in HTTPS mode	
A well-defined password policy should be implemented.	
Extensive audit trail and logs should be kept and made available when needed	

Should be able to interface with applications like Education management, HR and Accounting through web services if required	
Interface of the software must be responsive	
Web portal for users to access all the modules seamlessly	
The software and all its components must be open source and all the licence cost, if any should be included in the project cost.	
Provision for import/export users from one module to another or single sign on facility.	
The product must be for unlimited users. No user based licence is allowed.	

## 21. COMMERCIAL BID

All prices quoted below should be exclusive of taxes

<b>Component</b>	<b>Details</b>	<b>Cost (INR)</b>
Basic Software License for File Management - Unlimited perpetual user license	Enterprise wide perpetual Software license, requirements analysis, Software installation, training, Configuration of users & organizational structure	
Basic Software License Cost for HR Management Unlimited perpetual user license	Enterprise wide Perpetual license , Installation, set-up & configuration, training, implementation	
Basic Software License Cost for Education Management Unlimited perpetual user license	Enterprise wide Perpetual license , Installation, set-up & configuration, training, implementation	
Basic Software License Cost for Finance, accounting and Inventory Management Unlimited perpetual	Enterprise wide Perpetual license , Installation, set-up & configuration, training, implementation	

user license		
Hand holding for one year	Cost for one resource for an year located at headquarters	
Hosting file flow, HR management, education management, finance and accounting application in a Tier IV data centre (per year cost)	Hosting the applications in a Tier IV data centre, Server administration, database administration, Server monitoring, data backup in different geographical location and restore management	
AMC	Includes upgrade and support of the software based on the latest releases.	

DIRECTOR