



Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY
G T Road By Pass, Jalandhar-144011, Punjab (India)
EPABX-0181-2690301, 2690453 Fax: 2690320, 2690932 Email: registrar@nitj.ac.in

Ref. No.NITJ/Pur-I/130/16/

Dated :

Subject: Reference our Tender Notice No.NITJ/PUR-I/130/16/tender No. 25/2016
Enclosed please find herewith the following:

1. Tender Notice No. **NITJ/PUR-I/130/16/tender No. 25/2016**
2. RFP Proposal
3. Important Note
4. Format For Performance Bond (Bank Guarantee)
5. Declaration Regarding Blacklisting/ Debarring for taking part in Tender

This tender from is non-transferable.

Supt. (Purchase)
Dr. B. R Ambedkar NIT Jalandhar



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Tender Notice No. NITJ/PUR-I/130/16/tender No. 25/2016

Tendering of RFP Document	23 August 2016
Last date of Submission of Bids	13 September 2016 at 01.00 PM
Opening of EMD, Eligibility Criteria and formulation of POC	13 September 2016 at 3.00 PM
Opening of Technical Bids, Technical Presentation and POC evaluation	26 September 2016 at 11.00 AM
Opening of Financial Bids	To be communicated

Request for proposals (RFP) for Integrated E-Governance Solutions (IEGS)

Sealed tenders are invited in two bid system from reputed companies/service providers for implementation of Integrated E-Governance Solutions (IEGS).

The complete RFP document can be downloaded from institute website www.nitj.ac.in

Registrar

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

REQUEST FOR PROPOSAL (RFP)

Integrated E-Governance Solution (IEGS)

For

Academic & Administrative Processes



Disclaimer

The information contained in this document or subsequently provided to Bidder(s), whether verbally or in documentary form by the Institute, shall be subject to the terms and conditions set out in the Terms of Reference Document and all other terms and conditions subject to which such information is provided. The purpose of this document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This document does not purport to contain all the information each Bidder may require. This document may not be appropriate for all persons, as it is not possible for the Institute, to consider the investment objectives, financial situation and particular needs of each Bidder who uses this document. Each Bidder should conduct its own homework and analysis and should check the accuracy, reliability and completeness of the information in this document and wherever necessary obtain independent advice from appropriate sources. The Institute makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document. The Institute may in its discretion, but without being under any obligation to do so, update, amend or supplement the information in this document.

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

CONTENTS

1	Preface	
2	Definition and Acronyms	
3	Timeline	
4	Introduction	
5	Pre Qualification Criteria	
5.1	Service Provider	
5.2	Application Features (to be adjudged at the time of technical presentation)	
6	General Terms and Conditions.....	
6.1	Format for submission of bid	
6.2	Enclosures	
6.3	Two Bid system	
6.4	Bid Security	
6.5	Performance Security	
6.6	Amendment in RFP	
6.7	Bid Disqualification	
6.8	Queries and Clarification	
6.9	Right to Accept/Reject Bids	
7	Other Conditions	
7.1	Confidentiality:	
7.2	Force Majeure	
7.3	Termination of Work Order	
7.4	Termination for Insolvency	
7.5	Periodic monitoring and review	
7.6	Suspension	
7.7	Arbitration	
7.8	Jurisdiction of Courts	
8	Scope of Work	
8.1	Module-1: Finance and Accounting	
8.2	Module-2: HR and Payroll	
8.3	Module-3: System Administration and Integration	
8.4	Module-4: Academic Programs (UG, PG and Ph. D)	
8.5	Module-5: Purchase and Store	
8.6	Module-6: MIS Integration & Dash Board	
8.7	Module-7: Miscellaneous	
8.8	Training	
8.9	User Base and Scalability	
8.10	Signing of Agreement	
8.11	Service Period	
8.12	Schedule of Implementation .	
9	Implementation Stages	

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

9.1	Detailed Process Study (Stage-I)
9.2	System Configuration and Implementation Readiness (Stage-II)
9.3	Data Loading for testing and Acceptance Testing (Stage-III).
9.4	Data updation for pervious years available in different formats/Software. (Stage –IV)
9.5	Training (Stage-V)
9.6	Maintenance of Application Modules (Stage-VI)
10	Payment scheduling
10.1	Payment Stages
10.2	Penalties for Delay
11	Bid Evaluation Process
11.1	Technical Evaluation
11.2	Minimum Eligible Technical Score
	The service provider scoring minimum fifty percent under Technical Evaluation criteria shall only be considered for financial bid
11.3	Financial Evaluation
11.4	Final Evaluation: Combined Quality cum Cost Based System (CQCCBS)
12	Forms
12.1	Form-A (Pre-Qualification)
12.2	Form-B (Techno-commercial)
12.3	Form-C (Financial)
12.4	Form-D (Check List))

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

1 PREFACE

Dr B R Ambedkar National Institute of Technology Jalandhar is a premier higher technical institution, and institution of National Importance declared under National Institutes of Technologies Act 2007. The institution was established as Dr B R Ambedkar Regional Engineering College Jalandhar in 1987, as a joint venture of Government of Punjab and Government of India.

Presently, the Institute has 13 academic departments and some administrative units/Sections, the total student strength in the Institute is ~4000, that includes UG, PG and Ph. D program students. Besides that there are ~500 Academic and Other Staff Members, the number is likely to increase in future. The Institute plans to achieve operational efficiency and accountability by enabling its activities using information technology. Therefore, the Institute plans to implement an integrated E-Governance Solution to its various Academic and Administrative processes.

2 DEFINITION AND ACRONYMS

Institute: Dr B R Ambedkar National Institute of Technology Jalandhar

IEGS: Integrated E-Governance Solution, meant for Institute's Academic and Administrative Processes.

CEGS: Committee for E-Governance Solution, the Committee constituted by the Institute

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

Bidder: IT service provider, who has submitted its request/bid for the IEGS.

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

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

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

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

3 TIMELINE

S. No.	Activity	Date
1	Tendering of RFP document	23 August 2016
2	Last date of receiving clarifications	5 September 2016
3	Last date of sending clarifications/amendment etc, if any, by the Institute	9 September 2016
4	Last Date of Submission of Bid	13 September 2016 at 01:00 PM
5	Opening of EMD, Eligibility Criteria and formulation of POC	13 September 2016 at 03.00 PM
6	Opening of Technical Bids, Technical Presentation and POC evaluation	26 September 2016 at 11:00 AM
7	Opening of Financial Bid	To be communicated
8	Contract Finalization and Award	To be communicated

4 INTRODUCTION

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

The basic rules of governance in the Institute are: **National Institutes of Technology Act 2007**, First Statutes of NITs, Ordinance and Regulations of Senate, Policy decisions of Board of Governors (all these documents are available on internet/websites). These rules are updated/revised time to time.

Request for Proposals (RFP) under “two bid system”, that is, (1) Technical bid and (2) Financial bid (i.e. price bid), are invited from capable and competent IT service providers.

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

5 PRE QUALIFICATION CRITERIA

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

5.1 Service Provider

- i. Service Provider shall be a company registered in India.
- ii. Service Provider shall essentially be an IT company.
- iii. Service Provider shall be able to develop and implement the solution directly without any third party (s) intervention/involvement.
- iv. Service Provider must have successfully implemented such a solution in reputed Institutes such as IITs, NITs, CFTIs.

5.2 Application Features)

- i. The Application (i.e. Solution) shall be the company's own product. (Solution should be a copy right of Service Provider)
- ii. The solution shall be completely web based with provisions for on system working(to run even without Internet).
- iii. The solution shall be in the 'Service Model' format.
- iv. The application shall be compatible with both Windows and Linux
- v. The application shall be compatible with all common web browsers, e.g. IE, Mozilla, Google chrome, Safari etc.
- vi. The application shall be able to export reports to MS-Excel/word, pdf.
- vii. The application shall be able to support attachments (i.e. word, xls, Image, pdf etc) for both export and import.
- viii. The solution shall be a single integrated system involving various modules.
- ix. The application shall be able to provide data backup,(AUTOBACKUPat the interval decided by Institute)simultaneously or at the periodicity and format as decided by the Institute.
- x. The application shall be able to provide audit trails of at least 6 months.
- xi. The application should be able to integrate with Smart Cards.
- xii. The application should have the flexibility to generate customized reports be able to generate customized reports.
- xiii. The application should have Multi level access control access level control as per Institute's decision.
- xiv. There should be no restrictions on number of users to use the solution.
- xv. The data should also be externally saved at the server of internationally credible and renowned organization. The data has to be replicated for redundancy on cloud.

6 GENERAL TERMS AND CONDITIONS

The Bidder is expected to read and examine all the terms and conditions, specifications and instructions, in the

RFP Document with full understanding of its implications. Failure to furnish all information required for submission of a bid not substantially responsive in every respect will be at the Bidder's risk and may result in outright rejection of the bid.

6.1 Format for submission of bid

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

6.2 Enclosures

The bidder must attach the suitable supporting documents for the claims made (especially the claims for 20 marks where number of Successful Implementation will be considered only where completion certificate from customer and vendor is attached). Higher weightage will be given for successful implementation in IITs, NITs, CFTIs in recent past and using the similar platform which is going to be used by NIT Jalandhar.. All the enclosures attached with the bid shall also be signed and stamped.

6.3 Two Bid system

The bid must be submitted in two parts comprising Part-I: Technical Bid & Part-II: Financial Bid (i.e. price bid). **The Part-I (Technical bid)** should contain the detailed technical specifications as per the RFP format. **The Part-II (Financial Bid)** shall only contain the price offered. **Both the parts should be properly marked and enclosed in two separate sealed envelopes for their proper identification.** EMD and eligibility criteria should be self attested with supporting documents and submitted in separate envelope. The envelopes super scribed as EMD AND ELIGIBILITY CRITERIA, TECHNICAL BID and FINANCIAL BID should again be sealed in one envelope superscribing, "Bid for Integrated E-Governance Solution"(Instruction in this regard may be read in Important Note Sr.no.5).

6.4 Bid Security

The Bid Security (i.e. Earnest Money Deposit, EMD) of Rs.2,00,000/- (Two Lakh) in the form of Demand draft from any scheduled bank drawn in favor of "**Director, Dr B R Ambedkar NIT Jalandhar**", must be submitted along with bids in a separate sealed envelope with superscription 'EMD'. The Bid Security shall be refunded to unsuccessful bidders, after finalization of the Technical Bid.

The Bid Security shall be forfeited, (i) if a Bidder withdraws its bid during the period of bid validity; or (ii) if a Bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time and / or conceals or suppresses material information; or (iii) in case of the successful Bidder, if the Bidder fails to sign the agreement or to furnish performance guarantee within the specified time period.

EMD and Tender Fee is compulsory and no exemption shall be given to SSI/NSIC Registration Holders.

6.5 Performance Security

Within 15 days of the receipt of work order, the successful Bidder shall furnish a Performance Guarantee of an amount

equivalent to 10% of the order value. Failure of the successful Bidder to comply with this requirement can constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event the Institute may make the award to the next lowest evaluated Bidder or call for new bids. Performance Guarantee submitted shall be from a Scheduled Commercial Bank only. Performances guarantee in the form of Demand Draft, Fixed deposit receipt/Bank Guarantee in the standard format from a scheduled commercial bank shall only be acceptable.

6.6 Amendment in RFP

At any time up to the last date of receipt of Bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the RFP document by an amendment. The amendment will be notified in writing or by email or fax to all the Bidders who have received the Request for Proposal and the same shall be binding on them. The Institute may, at its discretion, extend the last date for the receipt of Bids.

6.7 Bid Disqualification

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

- i. Proposal not submitted in accordance with instructions provided in this document.
- ii. Proposal is received in incomplete form.
- iii. Proposal is received after due date and time.
- iv. Proposal is not accompanied by all requisite supporting documents
- v. Financial proposal is enclosed with the same envelope as technical proposal
- vi. Bidder fails to deposit the Bid security or fails to enter into a contract within specified date of Notice of award of contract or within such extended period, as may be specified by Institute.
- vii. Bidder fails to deposit the Bid security or fails to enter into a contract within specified date of notice of award of contract or within such extended period, as may be specified by Institute.

6.8 Queries and Clarification

The queries and clarifications in this RFP must be addressed to

Dr Harsh Verma

Head , Computer Center

NIT Jalandhar

Email: vermah@nitj.ac.in

The clarifications be also copied to Registrar, Dr B R Ambedkar NIT Jalandhar at registrar@nitj.ac.in

Format for Queries and Clarifications:

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

6.9 Right to Accept/Reject Bids

The Institute reserves the right not to accept any bid and to annul the tender process and reject all bids at any stage, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for such action.

6.10 Existing IT Infrastructure

The institute has very high end Blade Servers from CISCO (Dual Processor, 18Core, 1 TB , RAID, and Power Supply Redundancy) and 20 TB SAN Storage Available.

7 OTHER CONDITIONS

7.1 Confidentiality:

The Bidder and their personnel shall not, either during the term or after expiration of this work order, disclose any proprietary or confidential information relating to the services, Data, agreement or the Institutes business or operations without the prior written consent.

7.2 Force Majeure

During the pendency of the service agreement if the performance in whole or part thereof, by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including breakdown of equipment beyond their reasonable control. Neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy.

7.3 Termination of Work Order

The Institute may, without prejudice to any other remedy for breach of agreement, may terminate the work order in whole or in part, by written notice of default sent to the Bidder, and the performance guarantee shall stand forfeited if,

- i. The Bidder fails to deliver any or all of the obligations within the time period(s) specified in the work order/agreement, or any extension thereof granted by the Institute.
- ii. The Bidder fails to perform any other obligation(s) under the work order/agreement and fails to rectify it within the notice period for the rectification of the same.
- iii. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or

during the tenure of the contract including the extension period if any.

7.4 Termination for Insolvency

The Institute may at any time terminate the work order by giving written notice to the Bidder without compensation, if the Bidder becomes bankrupt/insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued thereafter to the Institute.

Note: Termination shall be based on the advice of Technical Committee constituted by the Institute.

7.5 Periodic monitoring and review

The work and progress of the work shall be periodically monitored and reviewed by a committee/cell constituted by the Institute for this purpose and will have to be attended by person of the Bidder who is authorized to take on the spot decisions to avoid delays.

7.6 Suspension

The Institute may by a written notice of suspension to the Bidder, suspend all payments to the Bidder under the work order, if the Bidder fails to perform any of its obligations under this work order/agreement, (including the carrying out of the services).

7.7 Arbitration

All disputes, differences, claims and demands arising under or pursuant to or touching the agreement shall be referred to the sole arbitrator to be appointed by the Institute. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1996 or by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Jalandhar. It is clarified that Civil court shall have no jurisdiction to entertain any such disputes.

7.8 Jurisdiction of Courts

In all matters and disputes arising hereunder, the appropriate Courts at Jalandhar only shall have jurisdiction to entertain and try them only after the failure of arbitration process, if any.

8 SCOPE OF WORK

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

8.1 Module-1: Finance and Accounting	
Requirement	Description
Budgeting	Ability to do the budget planning & provide details of capital expenditure and operational expenditure for every financial year
Financial report writer	Ability to generate standard financial reports such as , General Ledger, Cash Book, Bank Book, Trial Balance, Profit and loss Account, Balance Sheet and other reports discussed during initial study etc.
Processing of Statutory Taxes	Support sales Taxes, Service Tax, Income Tax, Import duty and all statutory taxation Processing along with all statutory returns
Account Receivable and Payable	All receivables and Payables with periodic analysis.
Student fee management	Ability to maintain student fees with all defined subheads, such as, tuition fee, Hostel fee, mess fee, insurance fee etc. along with course wise analysis.
Donation, Scholarship, Research , Consultancy Funds etc	Support and maintenance of donations, sponsorships, scholarships, honorarium and research fund allocation to various student and project staff including adjunct, visiting and guest faculty, utilization certificate etc.
Depreciation	Maintenance of Fixed asset register. Support depreciation calculations for fixed and movable assets
Multiple Account management	Ability to handle all multiple accounts such as, endowment account, Research project account, Industrial consulting account etc
Any other Item	Items not mentioned above but are in the interest of prudent financial management of the Institute.

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

8.2 Module-2: HR and Payroll	
Requirement	Description
Institute Staff Service Records	Ability to store service records of all Institute Staff, that includes typically maintained records in a public funded institution. The system needs document management features including uploading of scanned document.
Staff Attendance/Leave management	Maintain Staff Attendance (Biometric) and leave Records. The institute has three different biometric Systems which are to be integrated to the system
Staff Payment management	Support payroll processing, other reimbursement, such as, CPDA, Travel for Conferences/Other official purposes, Temporary advances etc. Income Tax Calculations, pension, DA Arrears . The institute requires provisions for both online banking integration for direct deposits and the manual process.
Statutory Reporting	Ability to generate Statutory Reports, such as, PF, ESI, and others
Seniority Status	Seniority of Faculty and staff
Medical Records	Ability to maintain medical records of Institute Staff
Training Management	Maintain training details of staff members
Staff Performance Management	Ability to manage the performance appraisals of Institute Staff
Training Management	Maintain training details of staff members
Staff Performance Management	Ability to manage the performance appraisals of Institute Staff
Adjunct/visiting/guest faculty details	Ability to maintain information on adjunct, visiting and guest faculty etc.
Any other Item	Items not mentioned above but are in the interest of prudent HR management. All above information should be available on Dash Board with facility to user to select his own criteria's.

Note: in the definition of Institute Staff, Academic Staff, Technical and Administrative and Other Staff are included besides this there may be other temporary/contractual staff.

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

8.3 Module-3: System Administration and integration

Requirement	Description
Work Flow Management	Ability to have approvals at various levels across various business Processes
Online Alerts	Ability to send automated e-mails and SMS as well as broadcasting information to specific groups on need basis
Dashboards	Ability for the institute management to measure various metrics such as admission demographics, student performance, patents, placement statistics etc. The institute requires customized built dashboards within the system.
Flexible report writer	Ability to generate flexible reports on the criteria selected by the User
Smart Card and Biometrics	Provision for integrating with smart card and biometric systems to capture student/staff attendance, fee recording and payment etc.
Estate Complaint management	Ability to track and manage Estate Maintenance complaints
Integration with existing Library Management System	Ability to integrate with existing Library Management System – Libsys-4 (or any upgraded version of the same). Central Library is also in the process of finalizing specs of RFID System for implementation in the near future. Required support (if any) from the ERP should be taken care of.
IT Security including single-sign on, digital rights management, access level Control	Provision for IT Security to prevent hacking, virus detection and cure, firewall, digital rights, restricting access based on user etc
Backup and recovery	Provide for a mechanism to take automated backup and recovery of data periodically.
Notices and Circulars	All notices and Circulars Generated within the institute and received from outside
Agenda ,Minutes and Schedule of Meetings	Agenda Minutes and Schedule of BOG/Senate/BOAC/HODS /Deans and other committee meetings
Documents Storage & Retrieval	The Storage and Retrieval of all Documents

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

8.4 Module-4: Academic Programs (UG, PG and Ph. D)	
Requirement	Description
Academic Program	<ol style="list-style-type: none"> 1. Online Admission for all types except the admission covered under Centralized Admission. 2. Students' Registration and course allocation 3. Schemes, Syllabus and Senate meetings 4. Fee Collection and integration with Finance 5. Excess fee/Caution money refund 6. Hostel Fee and integration with Finance 7. Attendance (input at the end of semester/or monthly) 8. Class and Examination Scheduling 9. Grade Sheet/Degree Printing. 10. Convocation 11. Transcripts Printing. 12. Printing of Character Certificate and Migration Certificate 13. Student master- all details 14. User identification smart card integration. 15. Online Student requests as per academic program 16. Marks and Award entry by Course coordinators 17. Result Declaration 18. Registration for Summer and winter Courses 19. Various Reports like Students not Registered, Fee not Paid 20. All Checks including prerequisites/minimum requirements for Registration 21. Academic Calendar 22. Time Table (Room wise and Faculty wise) 23. Faculty Advisers (Mentors) 24. Students' feedback 25. Login to students and their parents 26. Identity Card 27. Biometric attendance of students . <p>Integration of existing ERP academic module.It is a web based application hosted on windows 2008 Server with SQL Server 2012 as database. Only data shall be ported from the existing System</p>
Students' Welfare and Hostels	<ol style="list-style-type: none"> 1. Hostel Allotment (on merit) 2. Hostel Complaints Tracking 3. Mess Charges Collection and Integration with Finance 4. Scholarship Management 5. Students' Medical Details 6. Online Students' Grievances Submission 7. Training and Placement (Login to students, companies, and TPO; online Resume; Registration of Companies; and Placement Interview Schedule) 8. Biometric attendance of students
Any other Item not mentioned above	<p>Items not mentioned above but are in the interest of students and the Institute.</p> <p>All above information should be available on Dash Board with facility to user to select his own criteria.</p>

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

8.5 Module-5: Purchase and Store	
Requirement	Description
Purchase and Store	Purchase Requisitions
	Quotation Calling/ Tender Publishing.
	Vendors' Quotations/Tender Received date entry.
	Preparation of Comparative Statement.
	Recommendations.
	Purchase order.
	Receipt, Verification, Inspection Report, and Acceptance of goods.
	Stock Entry.
	Issue of goods to Department/section
	Invoice Entry, transfer to finance module.
	Inventory Management (Identifying Inventory requirements Replenishments, techniques, Monitoring, items usage, aging reports)
	Integration of existing ERP module(Data To be Ported if any) All above information should be available on Dash Board with facility to user to select his own criteria's.

8.6 Module-6: MIS & DASH BOARD

Requirement	Description
M.I.S. & Dash Board	Users at different levels will require different reports with different selection criteria's.
	Reports should be developed in such a way that user can choose his desired fields and generate the report and graphical representation accordingly. Integration of all the deptt. Should be such that data is fetched from different modules.

8.7 Module-7: Miscellaneous	
Requirement	Description
Institute Vehicle management	Use/allocation and maintenance of Institute vehicles
Institute Guest House management	Online application for allotment and status report
Short term program	Training program, Refresher course, Community development program etc
Procurement	All purchases carried by the Institute to be done by means of e-tendering/or integration with present e-tendering module, that is Tender Wizard of Karnataka State Electronics Development Corporation Ltd. (KEONICS).At the same time the vendor should provide a module for E- Tendering Process.
RTI and Legal Cells	Tracking and online processing of RTI applications, monitoring of Litigations pending in various judicial and quasi-judicial fora, History Management
Alumni Relationship Management	Maintaining the databank of Alumni, Alumni Registration
Other Item	Security, Booking of Central facilities All above information should be available on Dash Board with facility to user to select his own criteria's.

8.8 Training

The Bidder shall be responsible for training the Institute personnel in the areas of implementation, operations, management, error handling, troubleshooting, system administration etc. This training must be primarily arranged at the Institute premises or at premises of the Bidder as per requirements. Employees identified by the Institute are to be trained by the Bidder and shall comprise of people having different levels of qualifications and responsibilities. ERP Cell Technical Personnel to be fully trained. Separate batch Wise training to all the users of different modules is to be given separately. The final training program shall be decided as per the mutually agreed terms.

8.9 User Base and Scalability

Presently the application should be able to handle user base of, Staff: 650 and Student: 5,000, but should have scalability of up to 2000 and 10,000 for staff and student, respectively, without any additional cost.

8.10 Signing of Agreement

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

8.11 Service Period

The service period of the application shall be five years from the implementation stage III (defined under Clause 9.3), for which a service level agreement shall be signed with the service provider.

8.12 Schedule of Implementation

The total time limit for the successful implementation of the solution shall be 10-12 months from the date of signing the agreement which will be excluding the time required for approvals for the critical intermediate submissions. Time required for approval in normal circumstances may not exceed one week for each such critical deliverables. The mutually agreed implementation schedule and milestone chart shall be part of the service level agreement.

9 IMPLEMENTATION STAGES

The project shall be implemented through five stages; the payment cycle shall be linked to the successful implementation of these stages, as detailed below, Implementation for all modules will be simultaneous and bidder will depute minimum one application programmer for each module and one project manager throughout the implementation period.

9.1 Detailed Process Study (Stage-I)

Detailed analysis of the existing systems, whether automated or manual shall be done at this stage. This shall include analysis of documentation in use, detailed information requirements, reporting procedures and formats, File movements, reporting levels, coding and classification etc. Identification of unique data elements, their size, format, source, use and sequence of data storage, data volume, its frequency of updating, responsibility of the department/sections for updating, inter-system flow of data, current volume and growth rate etc. The detailed process study shall be the joint responsibility of the Institute and Service (or Solution) provider. (The users of institute may not be aware of ERP process but they will provide prevailing process, in such a case Bidder team after discussion with end user will coordinate with Project Manager of Institute and finalize the requirements)

9.2 System Configuration and Implementation Readiness (Stage-II)

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

- i. The system should be menu driven and user friendly. It should support point and click technology with minimum data entry/typing.
- ii. As far as possible it should be single on- line application with single point data capture and global access
- iii. It should be robust system which is crash proof, fail safe, easy to restore and secure.
- iv. It should have maximum level of parameterization to meet the frequent need for changes without disturbing the software. (no hardcoding of conditions will be allowed)
- v. The system should have flexibility to incorporate changes as approved by the competent authority.
- vi. Provision to review report on screen. Both horizontal as well as vertical scrolling available while viewing reports

- vii. Users' access should be incorporated in the solution based upon users' individual functional areas along with the level assigned in a hierarchical manner depending upon his/her functional responsibility.
- viii. User-Id and password should be allotted to each user through system administrator so that no unauthorized person can work on the System/solution.
- ix. Access to menu items for execution should be restricted by the hierarchy defined for the user level.
- x. Provision for disabling user(s) temporarily or permanently to prevent unauthorized use of the System/Solution
- xi. Provision of locking of the user screen should be there in the System/Solution. Auto locking of screen also should be allowed in case no activity is performed for specified time by the logged in user(s).

9.3 Data Loading and Acceptance Testing (Stage-III)

After completion of stage-II, the Bidder shall be asked to implement the Module; the Institute shall provide the test data for trial run and will also provide the legacy data for updating in ERP in whichever format it is available. take responsibility of legacy data entry. The complete data migration, if any, is required. The Implementation for each Module shall include

- i. Trial run with live data for 6-8 weeks, under actual conditions.
- ii. Implementation of systems and handing over to the users for acceptance and operation.
- iii. Preparation of user 'Manual and Learning Kit', such material should be interactive as far as possible.

9.4 Training (Stage-IV)

The service provider shall provide training on appropriate aspects of the Application per Module at appropriate location. The Institute shall identify the members to be trained, specifically for each module. The training should be provided in such a way that After successful training the Institute personnel should be able to run the application independently.

9.5 Maintenance of Application Modules (Stage-V)

The maintenance of the Application Modules (will be for 5 years), during the period of "Service Agreement", shall be provided for any issue reported by the Institute. The Service Provider shall depute his personnel during the period (Bidder will provide one permanent representative at the level of Analyst/report writer having through knowledge of entire system flow who will take care of routine requirements of end users of all modules for entire maintenance period. This maintenance will include additional requirements with the progress of institute, new developments generated from time to time, changes required with the change in govt. policies etc). The Institute shall be providing Guest House accommodation to such person(s) as per the availability on chargeable basis.

Note: The items described are indicative only and may undergo changes at the time of agreement/award of work order.

9.6 Ownership and Control

The Ownership and Complete Control over of the software shall be transferred to the institute after successful and complete implementation of the program. The institute will review the performance of the service provider and will decide on the maintenance services accordingly.

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

10 PAYMENT SCHEDULING

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

10.1 Payment Stages

Payment Description	Payment-I	Payment-II	Payment-III
1) Initial Deployment Charges (One time)	Ten percent of the Module cost after the Successful completion Implementation Stage-II , i.e. "System Configuration and Implementation Readiness"	Twenty percent of the Module cost after the successful completion of Implementation stage-III i.e. "Test Data Loading and Acceptance Testing"	Remaining payment After Successful completion of Implementation Stage-IV , i.e. "Training and Legacy data entry/uploading".
2) Annual Subscription/ Service Charges (After Full Implementation)	After Subscription/Service charges will start after completion of stage IV (to be notified by the Service/Solution provider and accepted by the Institute) for each module and shall be made on quarterly on duebasis for the particular module with verification for the satisfactory service during that quarter by the authority appointed by the Institute for the purpose.		
3) Data Entry Operators	For entry of Legacy Data for all the modules, data entry operators to be provided by Bidder. Bidder will quote for man month basis.		

10.2 Penalties for Delay

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

- I. 2% of the cost of the Module for delay up to Implementation Stage-II
- II. 5% of the cost of the Module for delay up to Implementation Stage-III.
- III. 10 % of the cost of the Module for delay up to Implementation Stage-IV

Maximum delay of Two months is tolerable, beyond which the order/agreement is liable to be cancelled. If the delay in Stage-II and Stage-III are compensated in subsequent Implementation Stage the penalty may be waived off.

11 BID EVALUATION PROCESS

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

11.1 Technical Evaluation

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

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

Evaluation Criteria	Max marks
Number of already successful custom developed ERP/MIS/E-Governance Implementation(ONLY WHERE CERTIFICATE OF SUCCESSFUL IMPLEMENTATION FROM THE VENDOR AND THE CLIENT IS ATTACHED WILL BE COUNTED)	20
Technical Presentation Solution Architecture & Technology User friendly interface & Front-end customization for business rules Workflow features in the proposed solution Number of module & their functionalities fitting to Institute requirement as per RFP document	40
Proof of Concept (POC) which needs to be presented during Technical Presentation. Two Problems shall be given well in advance before the technical Presentation. Evaluation will be done based on that.	40

11.2 Minimum Eligible Technical Score

The service provider scoring minimum fifty percent under Technical Evaluation criteria shall only be considered for financial bid

11.3 Financial Evaluation

The Financial bid shall be opened on a pre-decided and informed date and time only for eligible and qualified bidders. The evaluation of bids at this stage will be based on Combined Quality Cum Cost Based System (CQCCBS) criteria as per the following table:

Criteria	Score	Multiplying Factor	Weighted Score
Technical	Technical Score	0.7	X

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

Financial	Financial Score	0.3	Y
	Final score		(X+Y)

Calculation of Financial Score:

Financial Score = (Lowest total Cost for 5 yrs / Total Cost offered by the bidder for 5 yrs) x 100

Example:

Bidder A has quoted Rs 100 as one time cost and Rs 30 as AMC whereas Bidder B has quoted Rs 200 and Rs 20 respectively.

Total Cost for Bidder A= $100+30 \times 5$ = Rs 250

For Bidder B = $200+20 \times 5$ =Rs 300

Score of Bidder A = $250 \times 100 / 250$ = 100

Score of Bidder B = $250 \times 100 / 300$ =83.33

11.4 Final Evaluation: Combined Quality cum Cost Based System (CQCCBS)

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

12 FORMS

12.1 Form-A (Pre-Qualification)

12.2 Form-B (Techno-commercial)

12.3 Form-C (Financial)

12.4 Form-D (Check List))

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR**Form- A (Pre-Qualification)****Bid Reference No.....**

Bidders Name and Address	
Contact Name	
Designation	
Phone no.	
E-mail	

The basic eligibility of a bidder shall be assessed based on following pre-qualification criteria. The necessary Supporting documents needs to be provided.		
Part-A (Organizational)		
S. N.	Criteria	Response (Yes/No)
1.	Company registered in India	
2.	Essentially an IT company	
3.	Able to implement the solution directly without any other intermediary (s)	
Part-B (Application/Solution)		
1.	Company's own product	
2.	Completely web based	
3.	Service Model format.	
4.	Compatible with both Windows and Linux	
5.	Compatible with all common web browsers, namely, IE, Mozilla, Google Chrome etc.	
6.	Able to export reports to MS-Excel, pdf formats	
7.	Able to support attachments (i.e. Image, pdf etc.)	
8.	A single integrated system for various modules	
9.	Able to provide data backup, at the desired periodicity and format	
10.	Able to provide audit trails of at least 6 months	
11.	Experience of implementing similar solutions in academic institutes/universities	

Note: Supporting documents are to be provided for each claim.

Date:

Name & Signature

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FORM – B (Technical Bid)

Bid Reference No......

Table 1: General

Bidders Name and Address	
Contact Name	
Designation	
Phone no.	
E-mail	
Details of EMD	
Permanent Account Number (PAN).	
Sales Tax Registration No.	
Service Tax Registration No.	

Table 2: Service Provider's Financial Details (last three years)

Financial Year	2013-14	2014-15	2015-16
Particulars			
Gross Annual turnover (In Lakhs)			
Profit/Loss			

Note: Balance sheet/profit and loss account and Current Income Tax clearance Certificates are to be attached.

Table 3: Details of Regular Employees of the Service Provider

S. N.	Name of the Professional	Qualification	Designation/Position	PF A/c Number/Salary Certificate/ or bank transfer

Note: (1) Information of maximum up to 15 professional may be provided.
(2) A brief profile of Director/CEO is to be attached separately.
(3) Supporting documents are to be provided for each claim.

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

Table 4: Testimonials

(Details of projects of similar nature, ERP/MIS/E-Governance, completed/ongoing in last three years)

S.N.	Description	Project Detail
1	Name of work /project and Location.	
2	Mention the project objectives, details of solution implemented and benefits accrued to the customer organization	
3	Name & Address of Employer/ organization	
4	Cost of work in Rs.	
5	Date of commencement as per contract	
6	Stipulated date of Completion	
7	Actual date of completion	
8	Litigation /arbitration pending /in progress with details	
9	Name and address/ email and telephone number of officer to whom reference may be made.	
10	Remarks	

Note:

(1) Minimum three testimonials are required

(2) For each testimonial the performance/credential letter from the client is required

Table 5: Implementation Schedule (Give Milestone Chart)

S.N.	Time required (months)				
	Stage-I	Stage-II	Stage-III	Stage-IV	Stage-V
Module-1					
Module-2					
Module-3					
Module-4					
Module-5					

Name & Signature

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Form- C (Financial Bid)

Bid Reference No.....

Bidders Name and Address	
Contact Name	
Designation	
Phone no.	
E-mail	

S.N.	Initial deployment charges(Rs)	Annual Subscription/Service Charges (Rs)	Total (Rs)
Module1			
Module 2			
Module 3			
Module 4			
Module 5			
Module 6			
Module 7			
Total			

Note: Presently the Institute has user base of, Staff: 500 and Students: 4,000, but these are likely to increase.

Name & Signature

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR
Form-D (Check List)

Bid Reference No.....

Bidders Name and Address	
Contact Name	
Designation	
Phone no.	
E-mail	

S.N.	Item	Check
1.	EMD attached	
2.	Form A & B have been filled and signed.	
3.	Form C, Financial Bid, filled and sealed in a separate envelope.	
4.	Documents in support of Claims & Testimonials attached	

Name & Signature

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Important Note

1. All corrigenda, addenda, amendments and clarifications to RFP will be hosted in the website www.nitj.ac.in and not in the newspaper, Bidders shall keep themselves updated with all such developments.
2. In case the last date of receipt/opening of bids falls on holiday, the bids shall be receipt/opened on the following working day at same time.
3. Tenderer who have downloaded the tender document form from the institute website shall submit a declaration along with tender document that I/We have downloaded the RFP from the institute website www.nitj.ac.in and I/we have not tempered /modified the tender form in any manner. In case, if the same is found to be tempered/modified in any manner, I/we understand that my/our tender will be summarily rejected and I/we are liable to be banned from doing business with institute.
4. Bid (s) received beyond last date & time of bid submission will be rejected. No bid will be entertained by Email/FAX
5. While submitting the tender, tenderers must submit EMD, Pre qualification criteria documents, Technical Bid & Financial in three different envelopes clearly marking the contents as detail below on the cover of each envelop:
 - a) **Envelop: “A” EMD and Pre qualification** - This envelop contains EMD, Eligibility criteria document only as per the RFP.
(Bids without Earnest Money will be rejected)
 - b) **Envelop: “B” Technical Bid** - This envelop contains detailed technical specifications as per the RFP.
 - c) **Envelop: “C” Financial Bid** - This envelop contains price bid only offered by bidder.

All the three envelopes as mentioned above should be properly marked and separately sealed for their proper identification. These three envelopes should again be sealed in a one big envelope super-scribing with Tender Notice No.NITJ/Pur-I/130/16/tender no. 25/2016 - Name - Request for proposals (RFP) for Integrated E-Governance Solutions (IEGS) with due date of submission of tender.

*Receipt & Dispatch section,
Kind Attention :Purchase Section*

Director

*Dr. B.R. Ambedkar National Institute of Technology, Jalandhar
GT Road, By Pass, Jalandhar-144001*

If the tender not submitted in accordance with the above mentioned criteria are liable to be rejected.

- c) **Supplier must mention Full address with Phone No. & Fax No. and email-ID on their envelopes also.**

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR
FORMAT FOR PERFORMANCE BOND (BANK GUARANTEE)

In consideration for the Registrar, National Institute of Technology Jalandhar, (*hereinafter called NITJalandhar*) having agreed to release the payment of net value as per terms and conditions of a concluded Order No. _____ dated _____ (*hereinafter called 'the order'*) for Implementation of IEGS (*hereinafter called 'the Equipment /Item'*) to Messrs _____ (*hereinafter called 'thesupplier'*) on submission of a Bank Guarantee to the satisfaction of NIT Jalandhar for the due performance of the said order.

We, _____ (*hereinafter called 'the Bank'*) at the request of the supplier do, as a primary obligor and not merely as surety, hereby irrevocably, unconditionally and absolutely undertake against any loss or damage caused or suffered by NIT Jalandhar by reason of any failure of the supplier to perform or omission or negligence to perform any part of its obligations to the satisfaction of NIT Jalandhar in terms of the order.

We, the Bank do hereby undertake to pay the amount due and payable under this guarantee without any demur merely on a demand from NIT Jalandhar stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by NIT Jalandhar by reason of any breach by the said supplier of any of the terms and conditions contained in a said order or any part thereof. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this guarantee, which shall not be considered as satisfied by any intermediate payment or satisfaction of any part of or obligation hereunder. However, our liability under this guarantee shall be restricted to an amount not exceeding _____.

We, the Bank, undertake to pay to NIT Jalandhar any amount so demanded by NIT Jalandhar, notwithstanding a). Any dispute and difference between NIT Jalandhar and supplier or any other person or between the supplier or any person or any suit or proceeding pending before any court or tribunal or arbitrator relating thereto or

b). The invalidity, irregularity or unenforceability of the order or

c). Any other circumstances which might otherwise constitute discharge of this guarantee, including any act of omission or commission on the part of NIT Jalandhar to enforce the obligations by the supplier or any other person for any reason whatsoever.

We, the Bank, further agree that the guarantee herein contained shall continue and remain in full force and effect during the period that would be taken for the performance of the said order and that it shall continue to be enforceable till all the dues of NIT Jalandhar under or by virtue of the said order have been fully paid and its claims satisfied or discharged or till the office of the Registrar, NIT Jalandhar confirms that the terms and conditions of the said order have been fully and promptly carried out by the said supplier and accordingly discharge this guarantee.

We, the Bank, hereby agree and undertake that any claim which the bank may have against the supplier shall be subject to and subordinate to the prior payment and performance in full of all the obligations of the bank hereunder and the bank will not, without prior written consent of NIT Jalandhar , exercise any legal rights or remedies of any kind in respect of any such payment or performance so long as the obligations of the bank hereunder remain owing and outstanding, regardless of the insolvency, liquidation or bankruptcy of the supplier or otherwise. We, the Bank, will not counter claim or set off against its liabilities to NIT Jalandhar hereunder any sum outstanding to the credit of NIT Jalandhar with it.

We, the Bank, further agree with NIT Jalandhar , that NIT Jalandhar shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said order or to extend time of performance by the said supplier from time to time or to postpone for any time or from time to time and of the powers exercisable by the NIT Jalandhar against the said supplier and forbear or enforce any of the terms and conditions relating to the order and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier or for any forbearance, act or omission on the part of NIT Jalandhar or any indulgence by NIT Jalandhar to the said supplier or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

This guarantee will not be discharged due to the change in constitution of the Bank or the supplier.

We, the Bank, lastly undertake not to revoke this Guarantee during its currency except with the prior consent of NIT Jalandhar in writing. The disputes relating to this Bank Guarantee shall be resolved as per the terms and conditions of the order.

Signature and seal of the bank

Dr B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY JALANDHAR

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER.

(To be executed on Rs.10/- non judicial Stamp paper by the Tenderer)

I / We _____ (Tenderer) hereby declare that the firm / agency namely M/s._____ has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India.

Or

I / We _____ (Tenderer) hereby declare that the Firm / agency namely M/s._____ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of _____ years w.e.f. _____ to _____. The period is over on_____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false I / we are fully aware that the tender/ contract will be rejected / cancelled by Director, NIT Jalandhar, and EMD / SD shall be forfeited.

DEPONENT

Attested:

Name_____

Address _____