



Munger University, Munger (Bihar) (6)

{Estd in 2018 under Bihar state University (Amendment) Act.2016(Bihar Act-1/2017)}

(Administrative Block, Shashtrinagar, Munger-811201)

Letter No. :- E.S.B./6402/2022

Date :- 25/11/2022

Tender Notice

Sealed tenders are invited for the Design, Development, Implementation, Operational Training & Support for Implementation of Integrated University Management Information System (UMIS) in all affiliated and constituent colleges under Munger University, Munger. Details of the above tender can be seen from the university website (www.mungeruniversity.ac.in). Hard copy of tender can be collected from the university establishment office during working days along with tender processing fees of Rs. 1000 (Rs. One thousand only.) in the form of demand draft in favour of Registrar Munger University, Munger (Bihar).

Sealed tender along with E.M.D fees of Rs. 2,00,000/- (Rs. Two Lacs only) in the form of demand draft in favour of Registrar Munger University, Munger (Bihar) can be submitted in university establishment office from 27-11-2022 to 19-12-2022. (during office hour)

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REGISTRAR
Munger University, Munger
Registrar
Munger University Munger

TENDER DOCUMENT
FOR
DESIGN, DEVELOPMENT, DEPLOYMENT,
EXECUTION TRAINING & MAINTENANCE SUPPORT
FOR IMPLEMENTING
UNIVERSITY MANAGEMENT
INFORMATION SYSTEM
FOR
All the Affiliated Colleges & Constituent Colleges
under
Munger University,
Munger

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Abbreviations/ Acronyms

AMC	Annual Maintenance Contract
EMD	Earnest Money Deposit
LD	Liquidated damages
PBG	Performance Bank Guarantee
RFP	Request For Proposal
UAT	User's Acceptance Test
Univ	University
SI	System Integration
IT	Information Technology
PF	Provident Fund
BOOT	Build, Own, Operate and Transfer
SLA	Service Level Agreement
UEPF	University Employee Provident Fund
DCPS	Defined Contribution Pension Scheme
MIS	Management Information System
OCR	Optical Character Recognition
HRD	Human Resource Development
UMIS	Integrated University Management System
DC	Data Center
DR	Disaster Recovery
CMMI	Capability Maturity Model integration

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Schedule of Expression of Interest

Sl. No.	Items	Details
1.	Tender No.	
2.	Name of the work	Tender document for "DESIGN, DEVELOPMENT, IMPLEMENTATION, OPERATIONAL TRAINING & SUPPORT FOR IMPLEMENTING UNIVERSITY MANAGEMENT INFORMATION SYSTEM (UMIS) in all Constituent & Affiliated College under Munger University"
3.	Date of downloading of Bid Document	25/11/2022
4.	Last date and time for Receipt of Bids	16/12/2022
5.	Date and time of opening of Technical Bid	University Campus
6.	Date and time of opening Financial Bid	May be same date or notice will be given
Vendors are requested to read the complete tender documents before submission of Bids.		

Other important information related to Bid

Sl. No.	Information	Details
1.	Cost of Tender Documents: (To be paid at the time of submission of the tender)	1,000/-
2.	Bid- Security (Earnest Money) To be paid in the form of Bank Draft	200,000/-
3.	Financial Bid	Annexure -I
4.	Undertaking	Annexure-III

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PREFACE

Munger University is a state university and was established through bifurcation of Tilka Manjhi Bhagalpur University, Bhagalpur. It has jurisdiction spreading over five districts: Munger, Lakhisarai, Sheikhpura, Jamui and Khagaria under Munger Division in Bihar. Munger University came into existence on 18th March, 2018 under the Bihar State Universities (Amendment) Act, 2016 (Bihar Act – 1/2017), and is presently functioning from SCIENCE BLOCK of R. D. & D. J. College Munger – 811201, which is situated almost in between ruins of ancient Nalanda and Vikramshila Vishwavidyalaya. At present, there are 17 constituent colleges, 17 affiliated colleges, 5 single faculty education colleges (Affiliated B. Ed. Colleges) and one affiliated Law College in the Munger University. It has been registered under section 22 of the UGC and AIU.

SALIENT FEATURES OF THE PROPOSED SYSTEM

Following are the key aspects of the proposed Integrated University Management Software Solution:

- The implementation of this solution should help Munger University, Munger in creating a centralized education, evaluation, research and extension related database for all the colleges, research stations and extension centers.
- The ownership of these databases and other data of this entire project shall be vested with Munger University, Munger and not the solution provider.
- This solution should be platform based, easily customizable and hosted centrally at the University's Data Center and space for the servers from solution provider will be provided by MUNGER UNIVERSITY, BIHAR in the Data Center to setup the IT infrastructure required to implement the solution.
- The solution shall also provide workflow automation for the proposed system, details of which are given in the detailed scope of work.

PROJECT OBJECTIVES:

The primary project objectives of Munger University, Munger are:

- Creation of robust system to eliminate possibility of malpractices in existing system
- Proper and accurate report generation through University Management Information System (UMIS) for the Vice-Chancellor and other Senior Administrative staff for monitoring and quick decision making.
- Providing automation of other work flow related activities.
- Introduction of transparency and accountability in operations
- Elimination of Redundancy
- Electronic security and control of confidential data
- Fast disposal of stakeholder grievances
- Timely Dissemination of information as per public requirements
- Creation of robust system to eliminate malpractices in existing system
- Applying ICT for modernization of teaching learning interfaces.
- Applying ICT for research works.
- Creating virtual class room by applying ICT
- Integrating third party E-library for student and teachers

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SECTION I

INVITATION FOR BIDS

1. This invitation for bids is issued to the bidders who possess the following qualification criteria.

TENDERER'S QUALIFICATION CRITERIA:

- a. The Tenderer / Bidder should be primarily a government organization/ Government Undertaking or a company registered under the company Act 1956. Certificate of incorporation issued by the Registrar of Companies must be submitted.
- b. The Bidder must be an individual firm, No Consortium or Joint Venture is allowed.
- c. The Tenderer / Bidder should be dealing with CRM Software Development, application development & management services for which the bid is quoted in the tender form.
- d. The Bidder should be ISO 9001:2015 Certification (QMS) ISO IEC 27001:2013 (Certification Information security) certified organization.
- e. The Bidder should be MSME certified. Copy of MSME certificate from the concerned University/Departments/Colleges to be attached.
- f. The bidder should be submit the last 3 financial year statement and have audited balance sheet of last 3 financial years.
- g. The Bidder must have been working experience in India for at least 5 years.
- h. The Bidder must have in their name, a PAN with Income Tax authority in India & GST (Must include Latest GST return certificate).
- i. The Bidder must have a working office in Bihar having minimum developer strength of 10 (Having Qualification either of BCA, MCA, B.Tech).
- j. The Bidder should have been engaged in at least 15 - Govt. University/ educational Institutions/central Govt./ state Govt./Colleges in Bihar project involving development & Implementation of similar solution (Compulsorily having any of admission, enrolment, and examination modules in the constituent colleges/ Departments of the University. Copy of Purchase Order and project progress / completion report / testimonial from the concerned University/Departments/Colleges to be attached.

The individual signing the tender or other document in connection with this tender must be duly authorized through a suitable letter or power of attorney issued by the Managing Director/Director of the bidder.

2. This document is a Request for Proposal (RFP) for 'Implementation of Web based Integrated University Management Information System Solution at MUNGER UNIVERSITY, MUNGER and its constituent and affiliated colleges, research stations. This project will be developed by bidder within the tenure for this project and will be for a term of 2 years from the date of work order and completion of scope of work. The solution provider will implement this project in a structured and time bound manner. Upon successfully implementing this project (Go Live) the solution provider will maintain it for 2 years. The contact can be extended further 1 years at the end of the maintenance period on mutual agreement and the cost revision.

Mandatory: - Continuation of your service and validity of your agreement are subject to your timely, prompt and satisfactory performance by your company.

3. This invitation to the Tenderers is for carrying out following tasks for Munger University, Munger Implementation of Integrated University Management Software solution

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- Process study and Gap Analysis.
- System Implementations
- Creation of necessary IT infrastructure.
- Training and capacity building
- Support & Maintenance services.
- Manpower Services

4. Tenderers are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.

5. Sealed offers prepared in accordance with the procedures enumerated in clause 1 of Section 2 should be submitted of the University not later than the date and time laid down at the address given in Clause B – 'Key Events' of Section 2 in the Schedule for Invitation to Tender.

6. All bids must be accompanied by the earnest money of 2,00,000/- (three Lakh Only) in the form of Demand Draft / Bank Guaranty in favor of Assistant Registrar, of the University from Nationalized Bank along with a demand draft for non-refundable tender fees of Rs. 1,000/- (Rupees one Thousand Only). Both the demand drafts/ Bank Guarantee should be drawn on a nationalized bank payable in Munger.

7. The tender response should be stamped and signed across all the pages by the authorized representative of the bidder. Only the authorized representative of the bidders should sign in the tender response. The authorization will be in the form of an authorization letter duly signed by the Director of the company.

8. This tender document is not transferable.

9. Schedule for Invitation to tender.

Name of the University	Munger University, Bihar
Address at which Tenders are to be submitted:	Registrar, Munger University
Date till which the tender is valid:	Till the date of agreement
last date of submission of bids	
Date of opening Technical Bid	
Date of opening Commercial Bid	

❖ Agreement shall have to be executed within fifteen days of the finalization of the bid, failing which the security shall be forfeited and the bid will be declared invalid.

10. Bid can be submitted by Hand/Registered Post only.

11. No Bid will be accepted after end of last date of submission of bids and will be termed as Late Bid and returned.

12. Bidder must ensure that at the document and information submitted for the bid is correct before the submission No change request will be accepted after any bid document after submission. IF any mistake found in the bid regarding the documents during the technical evaluation of bid then it will be cancelled then and no further evaluation will take place in any circumstances.

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13. The Munger University, Munger-811201 (Bihar) shall not be responsible for any postal delay about non-receipt or non-Deliver of Tender Documents.

14. The Munger University, Munger-811201 (Bihar) Reserves the right not to accept a tender or reject all tenders without assigning any reason.

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SECTION II

INSTRUCTION TO TENDERERS

Creation of robust system to eliminate malpractices in existing system

A. INTRODUCTION

1. Procedure for submission of Bids.

- a) It is proposed to have a two-bid system for this tender.
 - i) Technical Bid in First envelope.
 - ii) Commercial Bid in Second envelope.
- 1.1 The tenderer must place their technical and commercial bids in separate envelopes, super-scribed with separate BID titles as follows.
- 1.2 Commercial Bid of only those tenderers shall be opened who qualify based on the technical discussion and presentation as detailed in the section on Evaluation Criteria.
- 1.3 Technical Bid should contain EMD of Rs. 200000/- (Two Lakh Only) as indicated in clause 6 of Section I. Bids enclosed without EMD shall summarily rejected.
- 1.4 Please note that prices should not be indicated in the technical bid and should be quoted only in the commercial Bid.
- 1.5 The bids, received after the last date and time for receipt of bids prescribed in the tender document and declared late by the Tender Evaluation Committee, shall be rejected and or returned unopened to the tenderer.
- 1.6 The cover thus prepared should also indicate clearly the name and the address of the tenderer to enable the bid to be returned unopened in case it is received "Late Bid".
- 1.7 Each copy of the tender should be a complete document and should be bound as volume different copies must be bound separately.

2. COST OF PREPARATION OF TENDER DOCUMENT

- 2.1 The tenderer shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purpose of clarification of the bid, if so desired by the University shall in no case be responsible or liable for those costs, regardless of the conduct or outcome Of the Tendering process.

3. RESPONSIVES

- 3.1 The tenderer is expected to carefully examine all instructions, forms, terms and specifications in the tender document. Failure to furnish all information required in the document or submission or a bid not substantially responsive to the tender document in every respect shall be at the tender's risk and may result in the rejection of the bid.

4. CLARIFICATION REGARDING THE TENDER DOCUMENT

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4.1 A prospective tenderer requiring any clarification of the tender document may notify the University in writing at the university mailing address indicated in clause 9 of section I. The university shall respond in writing to any request for clarification of the tender document, received, not later than 06 days prior to the last date for the receipt of bids prescribed by the University. Written copies of the university response (including an explanation of the query but without identifying the source of inquiry) shall be sent to all prospective Tenderer who have received the tender documents.

A prospective tenderer requiring any clarification of the bidding documents must submit his queries in writing in the following format only to be considered for clarification.

Sr No.	Section No	Clause No	Reference / Subject	Clarification Sought

The queries not adhering to the above-mentioned format shall not be responded.

5. AMENDMENT OF TENDER DOCUMENT

5.1 At any time up to the last date for receipt of bids the University, may, for any reason, whether at his own initiative or in response to a clarification requested by prospective tenderers may modify the tender document by an amendment.

5.2 The amendment shall be notified in writing or by mail to the prospective tenderers who have received the tender document and shall be binding on them.

5.3 In order to offer prospective tenderers reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the University may at its discretion, extend the last date for receipt of Bids.

B. PREPARATION OF BIDS

6. LANGUAGE OF BIDS

6.1 The Bids prepared by the tenderer and all correspondence and documents relating to the bids exchanged by the Tenderer and the University shall be written in the English language.

7. DOCUMENTS COMPRISING THE BIDS.

7.1 The bids prepared by the tenderers shall comprise of following components.

a) Technical bid (2 copies + 1 soft copy) shall consist of the following: -

i) Original Bid document along with clarifications issued by University if any duly signed & stamped by the bidder.

ii) Proposed solution and its existing functionalities in detail. Proposed implementation methodology, Customization methodology and development tool and detailed technical specifications for undertaking tasks/projects specified under section IV, along with supporting documents and all information necessary for proper technical evaluation as per the parameters in technical evaluation table.

iii) Soft copy of PPT presentation to described the point (ii).

b) Commercial Bid (only one copy) consisting of the following:-

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- i) The Tenderer shall indicate the firm price for indicated tasks/scope of work in the Performa III as per the terms of reference given in the Technical Specifications.

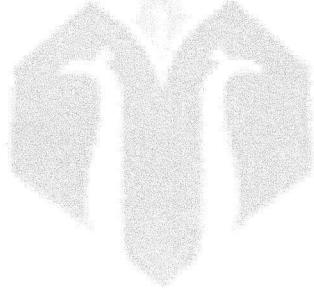
C. KEY EVENTS & DATES:

Earnest Money Deposit	Rs. 200,000/-
Cost of the Tender Form	Rs. 1,000/-
Last Date for submission of Technical and Commercial Bid	
Date and Time of Opening Technical Bid	
Date of Technical Presentation	
Date and Time of Opening Commercial Bid	
Validity of tender	Till the signing of agreement
Contact Person	Registrar, Munger University, Munger

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MUNGER
UNIVERSITY



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D. BID OPENING

OPENING OF TECHNICAL BID

The University will first open the technical bid on the notified date and time of the tenderer in the presence of the Tenderer or his representative who choose to attend.

TECHNICAL EVALUATION

The bidders will be evaluated on Quality cum Cost-Based Selection (QCBS)

The information furnished by the bidders in the technical bid and technical presentation shall be the basis for this evaluation. In case any of the information is not made available, the Committee will assign zero marks to that item. Bidders must note that the technical evaluation will be carried out prior to opening of any Commercial Bids.

The guidelines for evaluation have been designed to facilitate the objective evaluation of the Technical & Commercial bids submitted by the bidder. The evaluation process would rank the bidders based on their Composite score computed as weighted average of the Technical and Commercial scores in the manner prescribed below. There will be a weight age of 70% for Technical Bid and 30% for Commercial Bid.

The evaluation process would comprise of two stages as Technical evaluation and financial evaluation.

A maximum of 100 marks will be allocated for the Technical Bid. The evaluation of functional and technical capabilities of the Bidders will be completed first as per the guidelines given below. If any bidder is found to be technically inadequate to the requirements of the University, i.e. if the technical score is lower than 60, then that bidder's Commercial Bid will not be opened.

After technical evaluation, the University will open the commercial bid of those bidder(s) whose technical score is higher than 60, even if there may be a single qualified bidder.

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ELIGIBILITY CRITERIA FOR THE BID

Below mentioned are the minimum Eligibility criteria decided by the university to identify suitable/ prospective bidders; whose technical criteria bids will be opened for review by the University evaluation committee.

Sl. No.	Eligibility Criteria for the Bidder	Documentary Evidence to be at Attached
i)	Should be a government organization/ Government Undertaking or a company registered under the company Act 1956 having valid GST and PAN.	For a registered Company Registration Certificate issued by ROC.
ii)	The organization should be profit making company (profit after tax)	Last year's audited balance sheet
iii)	The organization should have similar worked with Government/State Govt. Educational institutional/ College/University (Minimum 10 Work order/Purchase order)	I. Work Orders or Agreement Copies ii. Institution's name iii. Scope of work & value iv. Contact person's name and contact details
iv)	The bidder should have in-house software development working office in Bihar.	Complete Address
v)	The Bidder Should have following Certification at the time of Bidding ISO 9001:2015 Certification (QMS) ISO IEC 27001:2013 (Certification Information security)	Copy of Certificate issued

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Technical evaluation of the bidders will be done based on the criteria and points system as specified below.

Technical Evaluation will be carried out as per the following criteria. The proposal of the bidders, not registered under company act shall be rejected except Government organization at the primary stage and their proposal shall not be evaluated at any stage. The points given to evaluation criteria are:

Sl#	Activities/Criteria	Max Score
1	The Company should have positive net worth with two years audited balance sheet	5
2	ISO 9001 – 2015 (3 marks) ISO 27001 – 2013 (6 marks)	9
3	MSME	1
4	Implemented Web Based Application/Software Solutions/ERP Projects in At least 5- Govt. University/ educational Institutions/central Govt. / state Govt. /Colleges in Bihar. (Marks 10) At least 10 University/ educational Institutions/central Govt. / state Govt. /Colleges in Bihar. (Marks 20) At least 15 Govt. University/ educational Institutions/central Govt. / state Govt. /Colleges in Bihar. (Marks 35)	35
5	Technical Presentation about the strategy/planning of execution of work/ work plan and understanding of scope of work, proposed technology, Data Backup and Security to be used for the development Live Presentation	50

Note: A technical proposal should score at least 70 points out of 100 to be considered for financial evaluation. Financial offers of Agencies whose technical proposal score is less than 70 points will not be opened.

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OPENING OF COMMERCIAL BID:

Commercial bids of only those bidders who qualify on the basis of evaluation of technical bid and presentation will be opened in the presence of the qualified bidder and their representatives on notified time and date which will be communicated to the qualified bidders well in advance.

The Commercial Bids of only those bidders will be opened, whose technical bids were found to be substantially responsive and who scored the minimum 60% marks for technical qualification as mentioned in this RFP. The date and time declaration of the results of technical bids and the opening of commercial bids will be communicated to all the bidders who have submitted the bids.

EVALUATION OF COMMERCIAL BIDS

The commercial bids of only technically successful bidders will be opened. MUNGER UNIVERSITY, MUNGER is not bound to select the bidder basis lowest cost.

- The evaluation will carry out if Commercial bids are complete and computationally correct.
- Lowest Commercial bid (denoted by symbol "F (m)") will be allotted a Commercial score of 100 marks. The Commercial score will be denoted by the symbol "S(r)". The Commercial score of other bidders will be computed by measuring the respective Commercial bids against the lowest proposal.
- These Commercial scores will be computed as: $S(r) = 100 * (F (m) / F)$ where F is the Commercial bid of the bidder whose Commercial score is being calculated. The Commercial score shall be out of a maximum of 100 marks.

COMPUTING THE FINAL SCORE:

The composite score is a weighted average of the Technical and Commercial Scores. The weight ages of the Technical vis-à-vis the Commercial score is 0.70 of the Technical score and 0.30 of the Commercial score. The composite score (S) will be derived using following formula:

$$S = (S (t) * 0.70) + (S (r) * 0.30).$$

Thus, the composite score shall be out of a maximum of 100 marks.

AWARD CRITERIA

The responsive bidders will be ranked in descending order according to the composite score as calculated based on the above formula. The highest-ranking vendor as per the composite score will be selected.

In case of a tie for total highest marks, the bidder with a superior solution who has been given the higher technical score amongst the bidders with the tied composite scores shall be awarded the contract.

In the event of this winning bidder not accepting the contract or not completing the formalities after the issue of the Letter of Intent within the stipulated period, then MUNGER UNIVERSITY, MUNGER shall award the contract to the bidder with the next highest composite score, provided the commercial bid of this bidder is less than or equal to that of the original winning bidder. In the event of the commercial bid of the bidder with the second highest composite score being higher than that of the original winning bidder, MUNGER UNIVERSITY, MUNGER(BIHAR) shall seek written confirmation from the second-ranked bidder to match the commercial bid of the original winning bidder. If the second ranked bidder agrees in writing to match the commercial bid of the original winning bidder, then MUNGER UNIVERSITY, BIHAR shall award the contract to this second-ranked bidder.

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Scope of Work and Delivery Schedule

Sl.No	Deliverables	Deliverable Specifics	Delivery Date
Phase- 1	Admission & Examination Management System		
1	Admission Management		2 Month
2	Pre-Examination Management		
3	Examination Management		
4	Post- Examination Management (Only Result Upload)		
5	Student Id Card Management		
Phase-2	Student's Resource Management System		
6	Academic Calendar 1 Months		1 Month
7	Thesis/Research Management		
8	Choice Based Credit System		
9	Course Setting		
10	Degree / Certificate Management		
Phase-3	Payroll and Accounts Management System		
11	Budget Preparation 2 Months		2 Month
12	Provident Fund		
13	Salary Unit		
14	Pension Unit		
Phase-4	Event Management		
15	Seminar / Conference		1 Month
16	Hall Tactical Management		
17	All Event Organization Management		
Phase-5	Election Management		
18	Student Election		1 Month
19	Teachers Election		
20	Senate Election		
21	E-Tendering		
Phase-6	Hostel Management System		
22	All hostels their capacity		1 Month
23	Student Management- Personal		
24	Online Application form Application		
25	Approved and Reject Notification Management		
26	Renewal Management		
Phase-7	Canteen Management		
27	Vendor Management		1 Month
28	E - Tendering		
Phase-8	Inventory Management		
29	Asset Management		1 Month
30	Supply Chain Process		

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Functional Areas / Processes in Detail

Admission

The University provide admission to candidates on the basis of enrollment and Eligibility processes. Approximately, 2 lakh applications are received every year for the same.

Functional Requirements-

University College profile and Admission Requirement

Section/ Requirement	Requirement Definition
1	University / College Profile Creation Create
1.1	University and College profile and allocate a unique identification number for each Constituent -, Affiliated -, B.Ed - & Law College -. The details to be mapped are: i. Name and Location ii. Parent Entity, if any iii. VC, Registrar, HOD Details etc.
1.2	Different modes of Admissions Admission by OFSS & On Sport Admission Schedule of each type of admission.

Admission Profile Creation

Section / Requirement	Requirement Definition
2	Admission Profile Creation
2.1	Proposed solution should enable creation of requirement for its different mode of admission as below-
2.2.1	a. Details for Each Admission i. Admission Types ii. Admission Result (Score/ Eligibility/ Merit List) iii. Admission Activities to be Carried out by University / College and Vender iv. Admission Modes / Types
2.2.2	Category wise No. of Seats across courses and associated locations, if any
2.2.2	Eligibility Criteria for admissions across categories and courses etc. (Age/ Education/ Any Other Pre Requisite etc.
2.2.3	Relaxations in Age, Examination Fees, eligibilities etc. based on Caste Category, Disability etc.)
2.2.4	Validity of the Admission Results
2.2.5	Disqualification Criteria
2.2.6	Timelines and Deadlines for each activity
2.2.7	All necessary validations (e.g. – Correct calculations of the reservations depending upon the number of sets etc.) through I built validation mechanism,
2.2.8	List of Date on which Admissions related activities can't be scheduled due to other admissions, holidays, elections etc.

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2.2.9	A pre-approved advertisement format shall be maintained in the system and
	Variables types of admissions, dates etc. shall be kept blank in the format, which
	needs to be entered into the system by the stakeholders. The advertisement can
	be downloaded and then be uploaded on Website/ Printed in Newspapers etc.
2.2.10	Above details should be amendable at any stage and all such amendments should
	be recorded in a Log file along with justification, approval of appropriate authority
	and detail of user who has made amendments.
2.3	Admission Requirement submitted by department shall be subject to approval be
	committee members.
2.4	Committee members shall have ability approve admission request by
	departments on the system using their digital signatures.
2.5	System shall maintain all logs regarding approvals made by committee members.
2.6	The Solution should be able to create unique work flows of admissions i.e.
	Admission Process for all the Departments / Colleges of the University who want to
	use the
	Admission Portal after proper PKI based authentication.
2.7	All these unique workflows should be mapped to each user.
2.8	It should be possible to simply add more Departments/ Colleges of the University
	and more unique
	processes to them using a simple and easy to use GUI.
2.9	It should also be possible for a University / College to use combination of
	admission modes.
2.10	Admission Process should act a single entity to process entire admission activities
	as mentioned in the Functional Requirements and process details below.
2.11	Solutions should have provision for creating multiple Admission modes for
	multiple admission types that are being conducted simultaneously or otherwise.

Advertisement Creation –

Section / Requirement	Requirement Definition
3	Advertisement Creating
3.1	Online Portal should have provision to create new registration and admission application submission link based on details provided and advertisement by university / college

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Candidate Registration

Section / Requirement	Requirement Definition
4	Candidate Registration
4.1	AI shall enable Online submission of Candidate Admission Form, Online Screening of the application, Facilitate acceptance of online application forms, allocate course, college to the candidate
4.2	Online Portal shall also facility for verification and validation of scores and certificates.
4.3	System should provide facility to candidates to correct the form for a period of defined number of days after submission of their forms.
4.4	System should ensure integration with the Bihar DBT & services portal with provision for candidate's primary registration on DBT portal (With Aadhar as identifier) and subsequent redirection to UMIS portal.

Enrollment Process –

The objective of this process is to enroll the candidates for a particular course. The admissions happen through following 3 modes –

1. Merit Based Admission
2. Qualifying Examination based Admission
3. Non – Qualifying Examination based Admission (on required sports quota, cultural quota, Donner quota. etc.)

Admission Process - for Non-CET Candidate.

Section / Requirement	Requirement Definition
5	Admission Process – Non Qualifying Examination based admissions : The process encompasses following steps -
5.1	The candidates will submit the registration form online and receive login credentials over email.
5.2	The candidates will login with the credentials and fill the form for the examination
5.3	The candidates will appear for the examination and obtains the result of the examination.
5.4	The Candidates will apply for the admission through the UMIS portal and select the name of the qualifying examination, enters marks obtained and pays relevant fee online through payment gateway.
5.5	College will issue a provisional enrollment number to candidates if all document s are valid else they will call them for physical verification of documents. Candidates will receive the notifications regarding acceptance / rejection via email and sms.
5.6	The University Admission section will login and verifies the applications college – wise on sample basis.
5.7	The University Admission section will confirm the admissions and provisional admissions convert to confirmed admission automatically for each candidate.

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5.8	A notification is sent to candidates and respective colleges. Dashboard is also updated at real time for senior management for statistical purposes.
5.9	The candidate pays the admission fee through bank account. (payment gateway provided by University)

Admission Process - For CET Candidate.

Section / Requirement	Requirement Definition
6	Admission process – CET based Admission: The Process encompasses following steps-
6.1	The candidates fill the registration form.
6.2	The Candidate received the log in credentials and applies for the qualifying examination.
6.3	The candidate appears for the qualifying examination, obtains results and applies for admission based on the results, obtained in the qualifying examination, enters roll number, marks etc. form to be pre-populated as by the concerned examination conducting authority (Example – for CET as the qualifying examination, the results are validated on the spot with the DTE database. Once the candidate enters the CET roll number, the rest of the details of the candidate should be pre-populated from the CET examination details)
6.4	The college will perform basic scrutiny for records. The college will issue a provisional enrollment / admission number to candidates, sends a notification to candidates regarding acceptance / rejection via email and sms.
6.5	The admission section will login and verify application on sample basis, college-wise.
6.6	The Admission will confirm the Admissions, provision number will become the permanent enrollment / admission number.
6.7	Notifications will be sent to candidates and colleges at the same time. Dashboard to be updated real – time for statistical purposes.
6.8	The candidate pays the admission fee.

Admission Process - Merit Based

Section / Requirement	Requirement Definition
7	Admission Process – Merit Based Admission: The Process encompasses following steps-
7.1	The candidate registers on the portal and receives the login credentials.
7.2	The candidate submits the admission form for the college and pays requisite fees.
7.3	College publishes a merit list based on the details provided in the admission form and notifies candidates about the schedule for verification of documents.
7.4	College performs verification and the candidates are notified for admission acceptance or rejection. In case of acceptance, candidate pays the admission fee at for the respective college and admission n. is provided to him / her.
7.5	The University Admission section also logs in and verifies the applications college-wise on a sample basis.
7.6	The University Admission section confirms the admission to respective college for candidates verified. Dashboard is also updated at real-time for senior management for statistical purpose.

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Examination Process Requirements

Section Requirement	Requirement Definition
8	Application receiving using online portal (Pre - Examination)
8.1	University / College conducting the examination shall receive applications from student's online using UMIS portal. Candidates submit online application directly on UMIS portal. Using UMIS Portal, the agency shall consolidate all the application forms in a database and provide it to the University / College conducting the examination in digitally signed format.
8.2	System should be able to apply some initial validation rules like: <ul style="list-style-type: none"> a. Whether all the mandatory field is filled in the application date. b. Whether application date fulfills all the mandatory eligibility criteria. c. Whether date and other critical information is in order. d. Any other such rule set by the concerned University / College for different Exam modes (if any) etc.
9	Application Data Validation
9.1	The system shall have provision for manual data validation exercise to check integrity among various critical parameters as per pre-defined rule sets. Hence, system should provide a dedicated interface for application validation with following provisions.
9.2	The system should provide a dedicated interface for Application Data validation which will display key parameters of student detail for verification and it should not provide access to manipulate data without user validations.
9.3	Application must be able to add / delete a key parameter of candidate for verification if needed in future.
9.4	System should also be able to add / delete a key parameter of candidate for verification if needed in future.
10	Test Admit Card Generation
10.1	System should generate student roll numbers on random basis and follow predefined rule sets
10.2	System should automatically allocate test center s to the students as per their city preference and seating capacity of each such center and other rules as per university / college selected for the exam.
10.3	System should also have a dedicated web interface from where, in students can download their test admit cards after necessary authorization.
10.4	System should have provision for sending SMSs alerts to the student about their Admit Card, so that they can download same from UMIS Portal using their login credentials.

Hostel Management

11	Hostel Management (Indian & International Students)
11.1	The system should have a provision to record the details of all hostels their capacity, location, fee etc.
11.2	The system should have a module where in all the personal details for the student will be pre-populated from the admission database, based on enrollment ID. A dropdown having the list of hostels may also be provided to the students for them to give 2 options which may be considered for the hostel allotment.

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11.3	The system should allow all concerned HODs to receive applications online and will approve or reject the application based on the number of hostel rooms and priority (Bihar / Outside Bihar Students).
11.4	The system should have a provision of appropriate alerts to be sent to students regarding the confirmation / rejection through a sms.
11.5	The system should enable the students to pay requisite fee online through payment gateway facility.

Inventory/Asset Management

12	Inventory/Asset Management
12.1	The department is already using e-Tendering process for procurement of assets of value above Rs. 3 Lakhs. The system should integrate the same with the Finance and Accounts section of the university / department for reconciliation.
12.2	The system should enable creation of a database for capturing the details of all the assets, their type, category, requirement threshold for each department, college etc.
12.3	The system should have built in logic defined for purchasing assets based on the minimum requirement specified by department / college.
12.4	The system should have provisions for sending appropriate alert / notifications to the concerned department, once the quantity of a particular asset falls below the minimum threshold defined.
12.5	The system should integrate the inventory management process with finance and accounts section of the department / university (as in a typical supply chain process).

Hostel Management (Indian & International Students)

13	Hostel Management (Indian & International Students)
13.1	The system should have a provision to record the details of all hostels their capacity, location, fee etc.
13.2	The system should have a module where in all the personal details for the student will be pre-populated from the admission database, based on enrollment ID. A dropdown having the list of hostels may also be provided to the students for them to give 2 options which may be considered for the hostel allotment.
13.3	The system should allow all concerned HODs to receive applications online and will approve or reject the application based on the number of hostel rooms and priority (Bihar / Outside Bihar Students).
13.4	The system should have a provision of appropriate alerts to be sent to students regarding the confirmation / rejection through a sms.
13.5	The system should enable the students to pay requisite fee online through payment gateway facility.
13.6	The system should be able to send appropriate alert to students at the end of every year, 1 month before the due date of renewal, regarding the submission of hostel form payment of requisite fee.

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Election Process

Election of various statutory Bodies – The Bihar State Universities Act, 1976 (as amended up-to date) lists out details of the statutory bodies for which elections are to be held in the University. It also specifies the composition of each board or body and the procedures for their elections.

Student Elections – These are conducted at college by University Level as per provision of the statutes frame by Chancellor Secretariat.

SECTION III

TERMS AND CONDITIONS OF THE TENDER

1 STANDARDS:

1.1 Work executed under this work order shall conform to the standard mentioned in the Fine-tuned Technical Specifications.

2 ELEGIBLE TENDERERS.

2.1 The Munger University reserve the right to carry out the capability assessment of the tenderers and the University decision in this regard shall be final and binding to all.

2.2 Upon award of work order, within 15 days the successful tenderer shall sign a service level agreement with the University.

3 DELIVERY PERIOD AND INSTALLATION

3.1 The successful completion period of the said tasks should be adhered to as shall be mentioned in the AWARD OF WORK ORDER. The supply of each phase shall actually be deemed to have been completed on completing the User Acceptance Test (UAT) for that phase.

3.2 The software shall be implemented at the University at the cost of the tenderer.

4 DELAYS IN THE TENDER PERFORMANCE AND PENALTY:

4.1 Delivery of the items shall be made or the work order Services shall be completed provided by the tenderer in accordance with the time schedule specified by the University in this schedule of requirement.

4.2 Any delay failure by the tenderer in the performance of its delivery obligations shall render him liable to penalties as specified in the service level agreement (SLA) to be signed within 15 days from the date of issuing of the work order.

5 TIME LIMIT FOR COMPLETION OF THE TASK:

5.1 The University requirement for the completion schedule of different tasks under the work order is given below:

5.2 Task I to Task VII of the scope of work indicated in section IV shall be completed within period agreed/specified by the university

5.3 The above time limit may be fine-tuned in consultation with the tenderer at the time of award of work order depending upon the nature/scope of the work, which will be binding on the parties thereafter.

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6 STANDARD OF PERFORMANCE.

6.1 The tenderer shall carry out the supply order/ services and carry out its obligations under the work order with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. Then tenderer shall also adhere to professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, technical and engineering practices. He shall employ appropriate advance technology, advanced software development tools and effective methods. The tenderer shall always act in respect of any matter relating to this work order, as faithful advisors to the University and shall, all times support and safeguard the University legitimates interests in any dealings with the third party.

7 USE OF DOCUMENT AND INFORMATION:

7.1 The tenderer shall not, without the university's prior consent, disclose the agreement or any provision thereof or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of University in connection there with to any person other than a person employed by the tenderer in the performance of the agreement. Disclosure to any such employed person shall make in confidence and shall extend only as far as may be necessary for purpose of such performance.

7.2 Any document, supplied by the University other than the work order itself shall remain the property of the University and shall be returned in all copies to the University on completion of the tenderers performance under the work order if so required by the University.

7.3 The tenderer shall own all the software, hardware, fixtures, fittings, machinery and equipment on the site, supplied in connection with the implementation of the University Management System in the University till the contract period.

8 EARNEST MONEY:

8.1 Tenderer shall submit the earnest money (EMD) of 2,00,000/- in the form of Demand Draft /Bank Guaranty in favor of the Registrar, Munger University, Munger from Nationalized bank. The EMD of the unsuccessful tenderer will be returned not later than 30 days from the date of award of the work order to the successful tenderer.

9 SCHEDULE OF PAYMENT

9.1 Implementation of Integrated University Management System Solution-Price per beneficiary per year for **Six Lacs Student** students for **Five years**.

9.2 Payment shall be made by the University only after completion, installation, commissioning and acceptance of the task allotted in each phase in the schedule to the entire satisfaction of the University.

9.3 The university will make a one-time payment for all the modules (Phase wise) mentioned below.

Event Management, Election Management, Hostel Management System, Canteen Management, Inventory Management.

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10 SERVICE PERIOD:

- 10.1 The service period for the running of software shall be five years from the date of successful installation and the date of UAT during which period the tenderer shall extend all support free of cost to attend to all complaints and fix them successfully.
- 10.2 The time period of work will be **5 years in which 600000 students will be covered from admission management to examination management.**
- 10.3 After project goes live, if university neglect the work/agreement, University shall be able to pay financially. If any kind of dispute held on Patna high-court.
- 10.4 During the service period, If the company/organization/institution delays in the phases Module work, then it will get a penalty of 10%. However, the tenderer shall be responsible for providing Technical Support for successfully running of the Application software, so developed, at least for the period of 5 years after the date of expiry of agreement period under annual maintenance contract.

11 PRICES:

- 11.1 The price quoted for the Services shall be valid for a period of Five years and shall not be subject to any changes what over. The rates should be quoted inclusive of supply, installation, commissioning, acceptance, warranty and maintenance during service period and delivery as per schedule specified in the award of work order.

12 TAXES AND DUTIES:

- 12.1 The tenderer shall be entirely responsible for all taxes and if it is increased or decreased in future then tenderer will have to pay extra or less.
- 12.2 The tenderer must also note that in the event of the University making available of any special form applicable to Government Purchase sales tax shall be payable only as per the rates application there in.

13 TERMINATION FOR DEFAULT:

- 13.1 The University may, without prejudice to any other remedy for breach of agreement, terminate the work order in whole or in part, by written notice of default sent to the tenderer, and the performance guarantee shall stand forfeited if.
- 13.1.1 The tenderers fails to delivery any or all of the obligations within the time period(s) specified in the work order/ agreement, or any extension thereof granted by the University.
- 13.1.2 The Tenderer 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.

14 TERMINATION FOR INSOLVENCY:

- 14.1 The University may at any time terminate the work order by giving written notice to the tenderer without compensation to the tenderer if the tenderer becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or effect any right of action or remedy which has accrued thereafter to the University.

15 "NO CLAIM" CERTIFICATE:

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15.1 The tenderer shall not be entitled to make any claim, whatsoever, against the University under or by virtue of or arising out of this work order/agreement nor shall the University entertain or consider any such claim, if made by the tenderer after he shall have signed a "NO CLAIM" certificate in favor of the University in such forms as shall be required by the University after the works are finally accepted.

16 SUSPENSION:

16.1 The university may by a written notice of suspension to the tenderer suspend all payment to the tenderer under the work order if the tenderer fails to perform any of its obligations under this work order/agreement, (including the carrying out of the services) provided that such notice of suspension.

17.1.1 Shall specify the nature of the failure and

17.1.2 Shall request the tenderer to remedy such failure within 60 days period from the date of receipt of such notice of suspension by the tenderer.

17 CONFIDENTIALITY:

17.1 The tenderer and their personnel shall not, either during the terms or after expiration of this work order, disclose any proprietary or confidential information relating to the services, agreement or the university business or operations without the prior written consent of the University.

18 PASSING OF PROPERTY:

18.1 Ownership of the hardware, software, documentation and any other assets created during the service period under the work order shall pass to the University immediately after completion of the service period. The tenderer shall transfer the ownership of the entire solution in a functional state and all the hardware installed by them also in functional state without any cost to the University only at the end of full term.

19 FORCE MAJEURE:

19.1 Notwithstanding the provisions of the tender, the tenderer shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, and to the extent that, its delay in performance are other failure to perform its obligations under the work order/agreement is the result of an event of Force Majeure.

19.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the tenderer and not involving the tenderer and not involving the tenderer's fault or negligence and not foreseeable. Such events may include but are not restricted to act of the University either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

19.3 If a Force Majeure situation arises the tenderer shall promptly notify the University in writing of such condition and the cause thereof. Unless otherwise directed by the University in writing, the tenderer shall continue to perform its obligations under the work order/agreement as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The University may terminate this work order by giving a written notice of minimum 30 days to the tenderer if as a result of Force Majeure, the tenderer being unable to perform a material portion of the services for a period of more than 60 days.

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20 GOVERNING LANGUAGE:

20.1 The work order /agreement shall be written in the language of the bid, as specified by the University in the instructions to the tenderer. Subject to clause 6 of section II that language version of the work order/agreement shall govern its interpretation. All correspondence and other document pertaining to the work order/agreement which are exchanged by the parties.

21 OTHER CONDITIONS:

- 21.1 The University shall be free to use the software at any number of its location. The Tenderer shall provide implementation support at agreed terms and conditions.
- 21.2 When some latest technology or equivalent is introduced on these systems by the tenderer the same shall have to be offered to the University, if needed, on mutually agreed charges.
- 21.3 All disputes, differences claim and demand arising under or pursuant to or touching the work order/agreement shall be referred to the sole arbitrator who shall be appointed by the Vice Chancellor of the MUNGER UNIVERSITY, MUNGER (BIHAR). The award of the sole arbitrator shall be final and binding on the both parties under the provisions by statutory modification reenactment thereof for the time being in force. Such arbitration shall be held at university.
- 21.4 In all matters and disputes arising there under, the appropriate Courts in the state of University shall have jurisdiction to entertain and try them.
- 21.5 HRD and training shall be integral part of the work order. The tenderer will have to place required numbers of professionals at the University during the service period for managing the entire services.

22 RIGHT TO ACCEPT ANY BID OR REJECT ALL BIDS:

The Munger University, reserve the right not to accept any bid and to annul the tender process and reject all the bids at any time prior to award of work order, without thereby incurring any liability to the affected tenderers or any obligation to inform the affected Tenderers of the grounds for the action. MUNGER UNIVERSITY, MUNGER also reserves to itself the right to accept any bid in part or split the order.

23 NOTIFICATION OF AWARD:

Prior to the expiration of the period of the bid validity, the University will notify the successful tenderer in writing that his bid has been accepted. The notification of award will follow signing of the agreement by both the parties.

24 SIGNING OF AGREEMENT:

The University and the successful bidder will sign the Service Level Agreement (SLA) Incorporating all the term and conditions agreed between the two parties. This will be completed within 15 days of issue of the work order.

25 PERFORMANCE GURANTEE.

Within 15 days of the receipt of notification of award of work order, the successful Tenderer shall furnish the Performance Guarantee in accordance with the conditions laid down. Failure of the successful tenderer to comply with this requirement can constitute sufficient ground for the

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annulment of the award and forfeiture of the bid security in which event the University may makes the award to the next lowest evaluated Tenderer or call for new bids.

The Performance Guarantee should be in the form of Bank Guarantee (to be denominated in Indian Rupees) issued by a Public Sector Bank. No Interest shall be payable on the amount.

26 PAYMENTS:

The University will make payment at the agreed rate on per user basis and on terms and conditions as laid down in the agreement.

27 CHANGE ORDERS:

The University may, at any time during the period of implementation by written order to the Service Provider, make changes within the general scope of the work order/agreement in any one or more of the following: Design, Specifications, Requirements and the Software or Service to be provided under the work order/agreement.

28 SITE PREPARATION:

The University is solely responsible for the preparation of the site in compliance with the technical land environmental specification defined by the tenderer. The University will designate the installation sites before the scheduled installation date to allow the service provider to perform a site inspection to verify if any, should be submitted within the first 30 days after signing the Service Level Agreement (SLA) with the University.

29. SCHEDULE OF IMPLEMENTATION:

The total time limit for the successful implementation of the solution shall be 24 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 20 working days for each such critical deliverables.

Milestones for the accomplishment of various stages of the project shall be as under

30. SERVICE LEVELS:

Service Level Agreement (SLA) is the contract between Purchaser and the Successful Bidder. SLA defines the terms of the successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. The SLA's shall be defined post award of contract between the

University and the bidder. The successful Bidder has to comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services. The successful bidder has to supply software/ automated tools to monitor all the SLAs mentioned below.

1. Timely Delivery
2. Correctness of Delivery
3. Complaint Resolution Time
4. Installation of Hardware and Network Equipment

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SECTION IV

SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

A. SCOPE OF WORK.

Objective and benefits

University has decided to implement of UMIS solution which suits the needs of all informatics across all constituent colleges / Departments of the University and it has envisaged the following benefits from the same.

- Common integrated system platform across different functions and processes of the university:
- Process standardization across Colleges/Departments of the University to bring in unified approach.
- Monitor research activities and funds utilization
- Monitoring and governance of the process
- Analysis of budget and actual data.
- An expected solution to provide scalability options to accommodate the expected growth plan.
- Data integrity across various functions like departments, centers, administrative units, finance and accounts, etc.
- Facilitate paperless working and provide decision support mechanism.
- Automate management controls and approvals to reduce cycle time.
- Seamless integration of student information across the institute viz. integration between Admission system, Constituent & Affiliated colleges, finance and accounts and examination.
- Real time reporting on the performance of the individual operating departments through dashboards and streamlined management information system (UMIS)

Strategic Consideration

The strategic considerations for the envisaged integrated university management system of the university are:

- **Future Expansion** - The solution will be used for automating all the functions of the university and all required to meet future expansions in terms of programs, department's centers scale of student intake capacity etc.
- **Integration** - The University intend to integrate them with the proposed integrated university management solution. To ensure this, one of the key elements of the solution strategy is to ensure having solution with open standards for integration of different third party / legacy / in house developed application solutions.
- **Proven Solution** - The processes across all colleges/departments of the university are moderately unique in the areas of finance, human resource, payroll, academics, etc. as compared to general university / institute practices, but similar in some areas to the ones in public sector / government sectors in India. Keeping this uniqueness and maturity of the process in mind, the University intends to opt for a proven solution which has been used implemented successfully in the leading colleges/departments of the University around the world.

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Implementation methodology

The methodology to be deployed by the bidder to implement the solution will have different work elements and activities. All these activities and work elements should coherently focus on achieving following key results.

- Quality of the solution deployed.
- User satisfaction which deploying and usage.
- Successful implementation in terms of completeness and timely accomplishment of the outcome.

Which there are different techniques and tools available as a part of the methodology following are expected to be part of the implementation methodology to be adopted by the bidder.

- Workshops with different stake holders for capturing business requirements, creating awareness of best practices, communicating the changes, building consensus on system design, for signing of the deliverable etc.
- Stakeholder consultations other than workshops, with those stakeholders who will be identified by the respective Colleges/Departments of the University, for the purpose of critical inputs, review, suggestion etc.
- Review Sessions with different stakeholders for signing off the deliverables, walking through the deliverable for facilitating quick understanding etc.
- Internal review mechanisms of bidder for ensuring the quality of the solutions deliverables, using standard methodology and tools available with the solution.
- Work standards / Practices for documentation, configuration, testing, data migration etc.
- Training different stakeholders on a continuous basis

Scope of work

The bidder shall response to Each Requirement stated in detail and provide information of how the solution proposed meets the requirements of Munger University.

The Discussed Web-based, University Management & Information System (UMIS) using state of the art open source technologies broadly divided into six essential modules and integration of following described features involving but not limited to;

1. Student Life Cycle – Automation
2. Financial Management
 - i. Accounting application Integration with Automation Packages (like Tally)
 - ii. FUND/Budget Integration (e-commerce)
 - iii. Fee Management
3. Academic Resources Management (e-inventory, e-depositories -SCOPUS, INFLIBNET, etc.)
4. Examination –

Proposed Enterprise Architecture & Metadata Design

The successful bidder will engage a capable Enterprise Architect who shall prepare the Database and Enterprise Architecture.

User Interface Layer – specifies the point where the end users / target users will interact with the Portal. It represents the front end of the system and contains the actual GUI elements that users view and click

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Application Layer – specifies how the functionality of a component can be accessed, or which functionality the component requires from its environment. The application layer exposes an application service to the environment / end users.

Service Integration Layer – provides the capability to mediate which includes transformation, routing, and protocol conversation to transport service requests from the end user to the correct application. It supports the capabilities such as routing, protocol enablement, service virtualization, service messaging, message processing, and transformation.

This layer may use application programming Interface (API) Calls or Integration Applications, available in the market, to enable integration between various modules and route a request to appropriate application.

Database Layer – unifies the communication between a computer application and database such as SQL Server, DB2, MySQL, PostgreSQL, Oracle or SQLite.

University – Current Technology Status Independent Architecture –

- The current architecture of applications across the university is independent i.e. they are working in silos without any data exchange between the systems.
- The applications have disparate architectures that are not integrated into a single integrated business process.

Lack of Standard Platform –

- Current architecture does not have a single platform for deployment of all systems across all colleges/departments of the University, which inherently making it difficult for exchange of data.
- Absence of Integration creates problems of maintaining real time data across the systems and increases effort duplication.

Absence of Network Infrastructure Asset Management –

- IT Infrastructure asset has not been updated or maintained.
- Change in the configuration of devices or architecture is not updated through standard configuration management policy.

Dearth of Capacity Planning

- IT resources have limited skills on the network maintenance and insufficient experience to successfully support new solutions across the user base, because of lack of IT resources and also lack of training to accomplish the tasks.
- No Change Management and IT Process
- The university neither have a standard tool for incident or problem management nor a repository of common incidents, problem and their resolutions.
- No change management system exist, this impairs incident or problem resolution and slow change. A current skills inventory for IT support and development personnel does not exist in the university.

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Manual Intervention –

- Current IT architecture requires lot of manual intervention that showcases a lack of automation causing a lot of area for error and unethical behavior.
- This lack of automation also increases the maintenance and support cost which affects RoI of IT System negatively.

University – Priority Areas of Implementation

- Implementation of Enterprise Service Bus
- A Single Portal for students, faculty, colleges, administrative users, academicians etc. covering applications such as Admission, Finance and Accounts, Recruitment, Affiliation, Admissions, Examinations, Course Setting etc.
- Service Layer Capabilities – This should include functionalities such as email services, integration with payment gateway, content management, location services, sms / messaging services etc.
- Centralized Decision Support System
- Master Data Management with Data Analytics including Data Warehousing and business Intelligence
- Policy for Rationalization for IT Security is encompassing the complete organization
- Dashboard and real time reports for monitoring and better decision making

Principles for Enterprise Architecture

The principles for the proposed Enterprise Architecture envisaged to be followed by the University are depicted below –

Detailed Scope

Dashboard and University Management Information System (UMIS)

The bidder is expected to capture the detail reporting requirements of all the above-mentioned departments / modules based on the discussions with the departments / colleges of the University.

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

- These reports can be provided as Excel spreadsheets, PDF files, etc. They may be triggered directly by users or sent automatically by the system.
- System shall provide a facility to configure dashboard for individuals for e.g. dashboard for VC, Registrar, Controller of Examinations and other stakeholders etc.
- System shall provide users drill down from a higher-level view of business processes to lower level details.
- No customization should be required to create dashboard, User should be able to configure dashboard without any coding.

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Help Desk Support (Incident / Problem Management)

The bidder shall depute staff who will be contactable via phone and mail to provide assistance to the Users and address their queries and concerns. This assistance will be provided during the Service Hours as per the location classification and responsibility matrix, which will be covered in the Operations

Manual to be provided by the University. During all other hours, users can leave their message via email. The requests received on email will be taken during the next working day.

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

- Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the IT infrastructure & Application related issues
- Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
 - Specific E-mail account
 - Telephone
 - Online Ticket Management Tool
- Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
- Creation of knowledge base on frequently asked questions to assist users in resolving basis issues themselves
- Track each incident / call to resolution
- Provide feedback to callers
- Analyze the call statistics
- Creation of knowledge base on frequently asked questions to aid users.
- Continuous monitoring of the physical as well as the IT infrastructure at various locations, to ensure application availability as per agreed SLAs.
- Monitoring shall be done with the help of and EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto-generated.
- Escalated the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the bidder and the user section. The escalation matrix shall developed by the bidder in discussion with Departments / Colleges of the University.
- Analyze the incident / call statistics and provide monthly reports including but not limited to:
 - Type of incidents / calls logged
 - Incidents / calls resolved
 - Incidents / calls open
 - Root Cause analysis for frequently occurring incidents.

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- The bidder shall provide Help Desk facility during the working hours for reporting issues / problems with the IT infrastructure as well as Non-IT components. The System Integrator shall provide a service desk facility and set up all necessary channels for reporting issues to help desk.
- Initiate a "Problem Management Record" or "PMR" to document service outages using a
- Problem Management System as stated in the approved Operational Manual.
- Update concerned authority with complete and accurate system status.
- Notify designated personnel of systems or equipment failures, or of an emergency, according to the Operational Documentation.
- Maintain an updated on-line help-desk telephone number listing in the Escalation Matrix.
- Call tracking and closure.
- Problem escalation in case of service levels not adhered to.
- Provide detailed contact list of Help Desk Support to Departments / Colleges of the University and receive log and dispatch or transfer calls.
- Make the guidelines for prioritization of calls and escalation procedure for approval by university.
- Prioritize problem calls as per the defined Severity Codes.
- Perform problem analysis and identify the problems and arrange for on-site/off-site support for resolution of problem.
- Intimate concerned authority of all the emergencies and equipment failures.
- Resolve performance issues of third-party vendors, if any.
- Maintain the escalation procedure and notify the concerned person (s) as per the contact list provided by the university.
- Shall be primarily responsible for resolving third party service provider (if any) performance issues.
- Provide monthly reports on calls handled by Help desk.

Department will:

- Provide the contact list of all Department's personnel who will be intimated for the problem
 - Determination assistance and escalation and ensure their availability.
 - Ensure that the users are aware of the Help Desk Services and its functions.
 - Assist System Integrator in resolving performance issues of third-party vendors, if so required.
1. Implementation: The detailed process will be defined after consultations and discussions with Department.
 1. The bidder would be responsible for providing at least 5 setters Help Desk Support.
 2. The bidder should arrange for the necessary physical and IT infrastructure along with a toll-free number for setting up the Help Desk.
 3. The help Desk should be functional on all working days from 9:30 AM to 6:30 PM.
 4. An open source online ticketing system needs to be used / developed to log the incidents and queries and track timely evaluation of the same. It should have ready to use out of the box reports for SLA. It should also have SMS and email integration.
 5. The application should generate detailed reports on status of the complaints logged.
 6. The bidder needs to factor the cost associated with setting up of helpdesk including infrastructure (IT and Non-IT) etc. in the quoted final cost.
 7. The Help Desk shall guide the university stakeholders as well as applicants on effective usage of the system.

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Help Desk Support Resource Qualification & Experience	The help desk support resources should be Graduate in any discipline with at least one year of work experience as helpdesk support; should have working knowledge of IT Service desk model and software and should have experience in government projects; He/she should be proficient in MS Office, MS Project and Remote Desk Support. Effective verbal communication skills (English and Hindi)
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Training

The successful bidder must provide the training and documentation for all users of the system across the university as well as registered external users like colleges and Teachers.

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

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

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

- Develop overall training plan including formation of user groups and classifications
- Develop Location-Wise Training Schedule, Curriculum, and Training material for Department Staff
- Deliver training to end users including carrying out the training effectiveness evaluation.

S. No. Training Modules (Tentative)

- Benefits of UMIS project
- Basics Computer Training
- Hands on training on use of UMIS System
- Role based Training: Simulated training on the developed / customized System /Application
- Role Based Training for user using the Application/Web Portal for generating and reviewing the MIS reports
- Train the Trainer

The following activities need to be performed by the bidder as part of Training Documentation:

- Defining overall training requirements in consultation with all the university representatives.
- Preparation of training plan, schedule etc.
- Make provision of self-guide online training modules accessible over web or offline.
- Plan and impart training for trainers.
- Preparation of training guides / user manuals for the application and installation manual and administration manual.
- Documentation to be provided to university in electronic medium and Booklet in binding form.
- Bidder is required to provide training manuals and interactive video tutorials for all the modules and applications of the customized solution as per the university requirements. The manuals should be updated as and when features/ functionalities in the system changes.

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The successful bidder, under the guidance of all the university stakeholders, shall have to ensure data digitization / migration of data related to each of the existing colleges and teachers (both departments and colleges of the University).

The successful bidder shall perform the data digitization and migration from manual and/or the existing legacy systems to the database implemented for proposed Integrated University Management System. The Data Digitization and Migration to be performed shall be preceded by an appropriate Data

Digitization and Migration Strategy & methodology, prepared by the successful and jointly approved by the University. Though the university are required to provide formal approval for the Data Digitization/ Migration Strategy, it is ultimate responsibility of the successful bidder to ensure that all the data sets which are required for operationalization of the agreed user requirements are digitized or migrated. Any corrections identified by the university or any external agency, during Data Quality Assessment and Review, in the data digitized by the bidder, shall be addressed by the bidder at no additional cost to the university.

The following activities (illustrative but not exhaustive) will be carried out as part of the Data Migration:

1. Define all the specifications that are needed to populate the data into the implemented system.
2. Prepare uniform codification of all data sets.
3. Develop the data migration templates/ Forms/ Format and facilitate the migration of legacy and new data elements into the system.
4. Identification, configuration or development of the data upload/ download programs for the data migration.
5. Create data extraction programs in the legacy system to convert into the format as required by the system.
6. Data entry of manual records in the requisite format to be done by the successful bidder.
7. Scanning of appropriate paper documents, naming them, entering their characteristics like author, date, etc., indexing, classifying and uploading into the Document Management System database.
- a) The bidder shall ensure data cleansing of all the data migrated from the legacy system to the new application & data validation before uploading the same to the production environment.
- b) Proper documentation of the data conversion / upload.
8. The bidder shall ensure that data digitization and migration is complete in all respects and the activities are completed in time so that all the requirements of system implementation are fulfilled.
9. The data digitization and scanning work will be carried out at all constituent and affiliated colleges of the University and their appropriate offices / sections.

Timeline, Deliverables and Payment Schedule

The bidder will be responsible for Designing, Developing/Customizing, Implementing & Maintaining an Integrated University Management System across constituent and affiliated colleges of the University and including the University itself, for a period of 5 years within the below given timeframe from the issue of work order.

All payments will be made after satisfactory report obtained from the technical committee, established for this purpose by Munger University.

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The vendor shall also make a provision for the Payment Gateway for the transactions involved through the portal. The vendor shall also ensure that the relevant funds / part of the fee reconciled through the transactions are transferred to the University on a T+1 basis.

Documentation

The successful bidder will provide detailed final system documentation for reference to the Munger University. The successful bidder shall prepare the final user manuals incorporating details of all menus and functionality provided by the system. The Munger University expect the following (not limited to) in the form of documents. In addition, the successful bidder will provide ongoing product information for reference purposes and to facilitate self-education for Munger University and university personnel. Key documents required are:-

1. Business Blueprint and Revised process documents consisting of granular details of each functional activity and any changes (if any) after the system has been implemented.
2. Detailed Design document detailing technical architecture (application, network, and security).
3. Database infrastructure architecture, including clustering / mirroring, backup & recovery strategies, defining data structure, data dictionary as per standards laid-down by Government of India.
4. Data architecture, interface architecture and integration architecture. Appropriate load balancing and clustering techniques should be adopted by the selected bidder in the solution design for meeting the requirements of the RFP.
5. A Detailed Project Plan.
6. Fortnightly Progress Reports.
7. System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.
8. User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports screen formats, details of menus & instructions on how to perform specific tasks in the system use screenshots etc.
9. User manual containing a detailed explanation of all applicable modules.
10. Training Manuals.
11. Installation Manuals, Operational Manuals and Maintenance Manuals.
12. Test Cases, UAT Test Cases and Reports.
13. Security policy and procedure for software including password security, logical access security, operating system security, data classification, and application security and data backups (Security compliance checklist).
14. AV Presentation / Video Tutorials including self-learning modules of the working of the solution. This shall be used to inform the working of the solution to applicable officers and staff at the university.
15. Security Audit Report for conducting Vulnerability Assessment and Penetration Testing for the proposed hardware, in production environment.
16. Security Audit Report for conducting Web Application security testing for the proposed solution, in production environment.

Both the security audit reports (15 & 16) should be submitted by the bidder one week prior to the Go-Live of the applications. These reports should contain the closure status of the gaps identified.

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Both these audits should have been conducted by a Cert-IN empaneled body / organization.

Technical Requirements

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

- a. The solution should be web-based application based on multi-tier architecture.
- b. The solution should be and be able to be integrated with various open standards, technologies, plug and play solutions etc. And should not restrict any other sections or University form using the solution data for any other applications.
- c. The system's development environment and databases should not restrict the concerned
b. department form using the application or data in any future applications.
- a. The solution support bilingual (English and Marathi) and should be UNICODE compliant supporting screens, data entry, search facilities. Reports etc. the solution should adhere to all the mandatory guidelines by Gol.
- b. The application should be interoperable, portable and scalable towards application services, interfaces, data formats and protocols.
- c. The solution should be browser, platform independent.
- d. The portal shall be accessible through mobile and other handheld devices like ipad, tablets etc. and the pages shall adjust suitably as per the device.

Security Requirements

The successful bidder needs to provide details of the solution design that would enable them to meet the below mentioned security requirements. The bidder should obtain the security certificate for the solution offering after getting the solution security audited by a Cert-IN empaneled agency. The solution must use the Public key Infrastructure (PKI) for security, verification and audit. The application should not store any credit card or financial data of any customer.

The bidder should submit the compliance checklist that the solution has adequate security measurements to prevent the following threats.

The threats to an electronic application can be classified into:

- i. Integrity violations
- ii. Confidentiality violations
- iii. Masquerading or impersonation
- iv. Non-repudiation
- v. Time-integrity violations
- vi. Non-verifiable evidence
- vii. Denial of service.

a. User Registration

Integrity violation: Malicious parties may change, alter, or delete the registration form submitted by the potential applicant.

Confidentiality violation: The registration forms submitted by a potential applicant may contain company sensitive information. A malicious party may gain access to this material.

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Masquerading or impersonation: A malicious party may provide invalid information, including false name, in the registration form in an attempt to receive a user identity and credentials on the Solution. A malicious party may attempt to impersonate a valid potential applicant in order to prevent them from gaining user identity and credentials on the solution.

Non-verifiable evidence: A potential applicant may deny the validity of information specified in the registration form at a later time.

b. Application submission and online display or Application and Approval process.

Integrity violation: A malicious party may alter the application specification document or any information. Thus applicants may submit applications for the wrong project or fail to complete all requirements. A malicious party can change, alter, or delete a submitted application prepared by the applicant.

Confidentiality violation: On closed systems, where only authorized applicants are allowed to view the case. Malicious parties may be able to view sensitive material in the case. A malicious party can access sensitive information contained in the application.

Time-integrity violation: A malicious party may alter the time on the server causing manipulations in the application submission and approval time.

Masquerading or impersonation: A malicious party may impersonate the application and issue false information, causing applicants to waste time and money in re-preparation of submission documents including drawings. A malicious party could also generate fake entries pretending to be actual staff and thus causing applicants to produce invalid application submissions. A malicious party can submit a false application under the name of a legitimate applicant. The legitimate applicant may not be able to deny ownership of this false application.

Denial of service: The server may be down due to a denial-of-service attack or technical failure.

Non-verifiable evidence: Applicants may be able to deny that they have received responses to explanation requests or comments from the concerned departments and falsely claim that they were not given an equal opportunity to respond to the respective applications. Pre-qualified applicants in a particular case may dispute that they never received any communication pertaining to the applications made by them and were not given the chance to provide reply or relevant supporting for the case.

Repudiation: Either applicant or the departments can deny access to content or time of submitted application document causing a dispute between the concerned departments and applicants.

c. Archiving

Integrity violation: A malicious party can alter, or delete stored documents and logs. This will become an issue if a dispute occurs.

Confidentiality violation: Sensitive information may be stored in archival file. A malicious party may gain access to these file after a period of time.

d. Other Security Requirements

- Virus Attack: This shall include malicious code infection of any of the desktops/servers in the network
- Denial of service Attack: This shall include non-availability of service.
- Data Theft: Compromise of any kind of data through network.

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- Intrusion: Successful / unsuccessful unauthorized access to the solution / network resulting in loss of confidentiality / Integrity / Availability of data and other features of the solution.
- Other requirements for system security shall include (but not limited to): Adherence to the requirements of the concerned departments and University.
- Encryption of Data during transfer through the network so as to minimize the scope of compromise of citizen information

Security Audit and Application Audit

It is the responsibility of the selected bidder to get the security & application audit of the application done by a Cert-IN empaneled security auditor. The selected bidder would be required to share the complete details of the audits along with copies of all communication and bug reports / removal, written or otherwise. The cost of procuring a security certificate shall be borne by the bidder. Whenever there is code change on the business/service layer, the bidder shall get the security audit done of the implemented solution with no additional cost to the Munger University etc. if there are any other application security requirements of State Data Center and NIC for hosting or other aspects of the solution and web portal then same has to be completed by bidder from Cert-IN STQC empaneled security auditor.

Hosting and Maintenance

- a. It is the responsibility of the bidder to host the solution at one of the secured Data Center by Cloud Service Providers.
- b. It should be noted that the bidder is expected to bear the costs for hosting as per the requirement of the RFP documents including the SLA.
- c. All the software used for university shall be licensed to the university and will be the property of the university. The licenses shall be perpetual.
- d. All the data created // captured under this project shall also be the property of Munger University.
- e. The proposed solution is to be hosted on Cloud infrastructure provided by DIT and the bidder will also be responsible for hosting of this solution and all correspondences with the Cloud Infrastructure service provider.
- f. The selected bidder will also be required to submit appropriate sizing of the solution concurrent users as well.
- g. The bidder should adhere and comply with all related Government policies with regards to cloud hosting, released from time to time.
- h. The bidder shall also provide for the bandwidth needed to meet the portal requirements in sizing consideration. Depending on the bandwidth usage, the bidder needs to provide monthly usage details and the Munger University can decide upon increase or decrease of bandwidth requirements. Bandwidth provided should be redundant at every level.
- i. It is the responsibility of the bidders to quote for and provide all the infrastructure and applications including cloud hosting, for meeting all the requirements and SLAs of the RFP. In case it is found that additional infrastructure and applications are required for meeting the RFP requirement and the same has not been quoted by the bidder, shall provide all such additional infrastructure/applications at no additional cost.

Operational Acceptance

Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the system/subsystems:

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1. The bidder must ensure the application and all its related information should be based on Gol regulatory requirements and leading industry standards.
2. In the Go-Live phase, bidder will have to manage and roll out a beta stage where the system will be made available and restricted only to the users in the department through an appropriate mechanism on the web, and conduct user acceptance testing of the system based on test cases developed by the bidder in consultation with the relevant departments and validated by officials at the concerned University. Based on the test results, required changers will be carried out and tested.

Post this, the services will be officially launched and operational acceptance will be complete.

Final acceptance of Application

1. At the end of the application acceptance period, the concerned University will knowledge the acceptance in writing and approve it for Go-Live. This, however, will happen upon completion of the following.
 - All required activities as defined in the bid document including all changes agreed by concerned University and delivered by the successful bidder and accepted by the concerned University.
 - All required documentation as defined in this bid document including all changes agreed by University and delivered by the successful bidder.
 - All required training as defined in this bid document and delivered by the
 - Successful bidder and accepted by the University.
 - All identified shortcomings/defects in the systems have been addressed to the concerned University complete satisfaction.
2. The final sign-off shall be decided by the University based on the first quarterly progress report submitted by the bidder and feedback from end users.

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Section- V

Performa-I

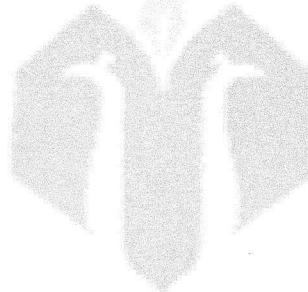
BID PROPOSAL PROFORMA

Tenderer's Proposal Reference No. & Date	
Tenderer's Name & Address Person to be contacted	
Designation	
Telephone No. with area code	
Email ID	
Fax No with area Code	

Signature
25/11/2022

Signature
25.11.22

MUNGER
UNIVERSITY



मुंगेर
विश्वविद्यालय

To,

The Registrar,
.....

Subject: Proposal for Implementation of Integrated University Management Information System Solution

Dear Sir,

We, the undersigned Tenderer, having read and examined in detail the specifications and all bidding documents in respect of IT Services /Supply of IT products do hereby propose to provide Software & Technical Services as specified in the bidding document.

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the last date of submission of bids.

We do hereby confirm that our bid prices include all taxes.

3. EARNEST MONEY

We have enclosed the earnest money in the form of Demand draft/ Bank Guaranty draft amounting to Rupees one lakh. It is liable to be forfeited in accordance with the provision _____ of section III of Tender document.

4. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the fine-tuned Technical specifications and other tender documents.

5. BID PRICING

We further declare that the prices stated in our Commercial Bid proposal are in accordance with your terms & conditions in the bidding document.

6. QUALIFYING DATA

We confirm having enclosed the qualifying data as required by you in your tender document. In case you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

7. PERFORMANCE SECURITY

We hereby declare that in case the work order is awarded to us, we shall submit the performance Guarantee Bond in the form of Bank Guarantee as per terms of tender document.

Signature
25/11/2022

Signature
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8. DECLARATION

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement. We understand that you are not bound to accept the lowest or any bid you may receive.

Yours faithfully,

Thanking you,

Date:

Signature:

Name:

Designation:

Company Seal:

Performa- II

PARTICULARS OF TENDERER'S

As of this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Date:

Signature:

Name:

Designation:

Company Seal:

Witness No. 1

Signature:

Name:

Designation:

Address:

Company Seal Date:

Signature
25/11/2022

Signature
25.11.22

Performa-III

Item No.	Item Specification	Cost inclusive of all taxes Rs. (In Words)
1	Implementation of Integrated University Management System Solution-Price per beneficiary per year for Six Lacs Student students for Five years .	per beneficiary per annum
2	Implementation of Integrated University Management System Solution proposed for Five years and University will pay One-Time payment for others Phases Modules.	
	1 Event Management	
	2 Election Management	
	3 Hostel Management System	
	4 Canteen Management	
	5 Inventory Management	
2	Per beneficiary per annum Rs. (in words)	
	GST 18%	
	Grand Total	
3	AMC	

Date:

Signature:

Name:

Designation:

Company Seal:

Signature
25/11/2022

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25/11/22

Performa-IV

Bidder Details/Profile

Parameter	Details
Name of the Company	
Envisaged role of the Company	
Address of Registered Office I Head Office	
Phone Number (with STD Code)	
Fax Number & E-mail id	
Constitution (Public Ltd Co., I Pvt Ltd Co. I Partnership I Proprietary Concern etc)	
Date of Establishment	
Name of Chief Executive Officer	
Name of Contact Person and Phone No	
Line of Activity	
Date from which the bidder is experienced in similar type of activity	
Products Developed I Serviced (Attach product literature)	
Details of Quality Certifications Obtained for the Company & its Products, preferably be rated (attach Photo copies as proof's)	
Total Number of Employees	

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Performa V

Authorization Letter

Bidder to provide Authorization letter to the authorized representative.

To,

The Registrar,
.....

Reg: Authorization letter for Implementation of Integrated University Management Software solution project

Dear Sir,

We, hereby authorize Mr. |Ms. |Mrs. to interact, submit the bids, sign the bids, and negotiate with the University on behalf of the company for the purpose of "University Managed Information System" Project.

Dated for 2022

Signature
25/11/2022

Signature
25/11/2022