REQUEST FOR PROPOSAL (RFP)

FOR

DESIGN DEVELOPMENT AND IMPLEMENTATION

OF

WEB BASED ERP IN EXAMINATION SYSTEM

IN

UNIVERSITY OF JAMMU, JAMMU.

RFP Ref No: JU/CC/392

Dated: 04-12-2023

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REQUEST FOR PROPOSAL (RFP)

For Design, Development and Implementation of web-based ERP in Examination System, University of Jammu, Jammu.

RFP No: JU/CC/23/312 Dated:05/10/2023:

University of Jammu, Jammu invites Tenders through GeM for Design, Development and Implementation of web-based ERP in Examination System. Interested bidders meeting the eligibility criteria as per terms & conditions in RFP Document can submit their complete Proposals in all respects.

THE IMPORTANT INFORMATION AND SCHEDULE RELATED TO RFP:

Date of Issue/ Publishing	:-	04-12-2023
Last Date and Time for Submission of Bids	:-	19-12-2023
Date and Time of Opening of Technical Bids	:-	To be decided later
Date and Time of Opening of Financial Bids	:-	To be decided later
Last Date and Time for Receipt of Queries	:-	13-12-2023
Presentation Date	:-	To be decided later
EMD	:-	1,00,000
Performance Security	:-	Successful bidder to submit a performance security of 15 Lakhs only.
No. of Covers (Two Bid System)	:-	02
Bid Validity	:-	90 days (From date of opening of Bids
Contact Details	:-	Assistant Registrar (NEP, NAD, ERP) nepexamsju@jammuuniversity.ac.in
Location	:-	University of Jammu, Jammu. New University Campus, Baba Saheb Ambedkar Road, 180006.

Note: *The Applicants are requested to read the RFP document carefully and ensure compliance with all specifications/ instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the selection process.*

1. BACKGROUND

The University of Jammu strives for Achieving world-class excellence in teaching, research and knowledge transfer and making valuable contributions to the socioeconomic development of the region and country. Imparting quality education to the students, promoting their all-round development by participation in sports, extracurricular and other socially relevant activities and including the skill of decision making and democratic values. Providing state of the art facilities and opportunities for academic growth and to carry out research in the modern areas, particularly of applied nature and technology. Promoting preservation and integration of the cultural diversity of the region, state and country.

Cradled in the lap of mountains at the foothills of auspicious Trikuta, besides the river Tawi at an altitude of 1030 ft. is Jammu. This 'city of temples' has many places that are flocked by people from every nook and corner. Among all these, also comes the famed University of Jammu. A place, where imparting education is not considered just as a mere duty, but as a commitment towards the advancement of the society. A university with a vision and a single-minded mission. To make Jammu university a name to reckon with. A saga that has been continuing from the time of its inception.

The University of Jammu accredited as 'A+' Grade University by National Assessment & Accreditation Council of India came into existence in 1969 vide Kashmir and Jammu Universities Act 1969 following bifurcation of the erstwhile University of Jammu and Kashmir. The University provides instructions in such branches of learning as it deems fit and makes provision for research and the advancement and dissemination of knowledge. The University stands for spiritual and material elements in life, thirst for knowledge and virtue under the backdrop of holy peaks of Trikuta Hills.

University of Jammu holds examinations, grants degrees, generates knowledge and confers diverse academic distinctions on persons who pursue approved courses of study in the University or in constituent colleges/institutions approved for the purpose also for

those who appear as external/private candidates. It also confers honorary degrees or other distinctions on the persons of exceptional caliber. The University also admits, maintains, recognizes, affiliates colleges and other institutions. It is primarily a research, teaching, affiliating, examining body involved in promotion of arts, science and other branches of learning. The University is open to all classes and creeds with the sole objective to carry people from darkness to light.

The University of Jammu was established in 1969 by an act of the state legislature. The university has set up seven off-site campuses at Bhaderwah, Kishtwar, Poonch, Reasi, Ramnagar, Kathua and Udhampur besides its main campus. The University offers undergraduate, postgraduate and doctoral programs including professional programs such as MBBS, B. Tech, B. ED, M. ED, Nursing, Para-medical, Four Years Undergraduate Programme (FYUGP) etc. the University has 36 departments and approximately 150 affiliated colleges, awarding degrees in more than 50 programs at the postgraduate and undergraduate levels.

1. More than 3 lakh students take examinations every year in different schedules that are notified by the university from time to time. These schedules contain students that are regular/ private/ repeaters/ division improvements in nature.

2. University of Jammu is catering different schemes of examination such as yearly and semester wise. Under these schemes courses related to NON-CBCS, CBCS, NEP are being regulated.

3. The objective of automation in the examination wing is to process all the data (pre-conduct, post-conduct) that is being entered by different stakeholders of the university (colleges, students, officials of university) in an integrated manner, so that the requisite reports can be generated and forwarded to all the concerned.

2. SCOPE OF WORK

2.1 General Scope of Work:

The selected bidder will work in collaboration with the University of Jammu, Jammu. The collaboration will involve the following activities with mutually identified milestones at the start of the engagement:

A project plan for the entire scope of work with inputs from University of Jammu, requirement analysis and implementation procedures with respect to web-based ERP in Examination System after undertaking the study of the existing system.

1. Developing Detailed Business Blueprint with best practices in consultation with University of Jammu.

2. Elimination of redundant activities

3. Streamlining workflow

4. Reducing cycle time for improving the performance of the processes

5. Minimizing paper-based transactions

6. Process documentation, Preparation of system manual (user manual), Training and time to time maintenance.

7. To roll out the system to users in all concerned users of the University and to ensure their readiness from functional and technical perspectives.

8. Project planning, scope, Scheduling, resource planning and overall project management

9. Data migration from legacy applications to new systems, data shall be provided by the university in existing format.

10. Submission of periodic reports to University of Jammu on the status of implementation.

11. Changes in requirements to the evolving needs of the user or system. Also changes shall be done due to policies implementation by the Govt or other Statutory Bodies.

12. Any Change management that is required by the user or by the university.

13. Objects (Reports, Interface, Forms, and Workflow) shall be developed as per the university processes without any limitation on nos. of objects under any category and with any complexity.

14. The system will be deployed on a cloud-based data center and should be accessible

over secure connections from other remote sites as well.

15. The cost of hiring the cloud with OS and associated software components needed to run application (with appropriate numbers of virtual machines and dynamic allocations to optimal peak time performance, storage and data backup plan along with disaster management provision), Security solutions, optimally maintaining it and ensuring it's 99% uptime/availability (excluding any planned outage) will be the responsibility of the bidder.

16. System should be customized so that minimum data is entered by the users and the remaining data should be self-populated.

17. Application response time must also be optimally designed and maintained by the solution provider.

18. Bidders shall be responsible for complete maintenance of the system.

19. Bidder shall do System volume and stress Test; Benchmarking tests pertaining to system and shall provide the requisite test reports to the University.

20. For payment files, encryption shall be as per the standards / payment gateway formats of Banks.

21. Training of all the users and Documentation of training material.

22. The solution must be Mobile responsive that allows students/parents/faculties/employees to perform various tasks and view information on smartphones based on android/iOS/Windows and other operating system.

23. The proposed system covering all modules mentioned in the scope must be developed using the technology capable of delivering the intended functionalities listed in the scope of work.

24. The proposed solution should have available APIs to integrate with external hardware/software systems.

25. The proposed solution must have the provision to integrate the existing email and should also be capable of supporting Single Sign-On Tool.

26. Bidders should keep track of the changes that are required by the various Statutory Bodies.

27. Provision for maker and checker and verification by officials for each process in order to emulate the existing process of the system.

28. Processes should have the provision for Add/Modify/View/Delete data and rights should be added to each User/Category as per the policy of the University of Jammu.

29. User of Admin level of various categories shall be able to track all the transactions by submitting any of the following parameters:

- Transaction id.
- Student id.
- Student Registration number.
- Mobile No.
- Email id.
- Employee id.
- Employee PAN, Examination Schedule id, Paperid, syllabus id etc.

30. Form should display all the information related to a Student/Exam/Course by mean of single click.

31. Reports/View of current year and provision to display the details of previous years.

32. Provision to generate the reports in the form of Letter/Note.

33. System for logging the new requirement in the portal and its tracking.

34. Bug Tracking System Functionalities.

35. System for logging the bug or error in the portal and its provision for tracking the status.

36. Provision of exceptions in case of non-conformity of statutes.

37. Provision for Barcode/ QR Code for Examination form, Marks entry, Examination Centre, bill of Evaluator, Code officer, Degree etc.

38. Provision for data entry through Bar Code or any othermodes available.

39. System should be designed to emulate the existing workflow of the university.

2.2 Broad level Scope of work:

2.2.1   University and Colleges

1. **About University**

2. **About University Management and Administration**

3. **About Faculties and Programs**

4. **About Courses and Syllabi**

5. **About College or Department**

6. **About Application and Admission**

7. **About Eligibility and Enrolment**

8. **About Fees and Scholarships Various Alerts in Student login**

9. **About Examination and Certification**

10. **About Convocation and Migration**

11. **About Awards and Prizes**

12. **About Placements and Alumni**

13. **About Student Support and Student Facilitation**

14. **News, Calendar, and Events**

15. **Notification, circulars through CMS.**

2.2.2   Web Portal Management Functionalities for University Management

1. Dynamic Menu and Multilingual Content Management

2. Organization Structure Management

3. Calendar Management

4. Publishing RTI Compliance

5. Suggestions Management

6. University Photo Gallery Management

2.2.2   Students.

1. Student Login.

2. Dashboard.

3. Student Mobile App.

4. Online Application from Mobile App.

5. Online exam form submission and payment by the student using different modes of payment.

6. Student Profile in Login and App.

7. Grievances and Redressal.

8. Submission of various types of requests with or without payment.

9. Various SMS / Email Alerts to Students.

10. Various Alerts to Students in their login.

11. Various Notifications to Students in their Mobile App.

12. ID card.

13. Bona-fide Certificate

14. No Objection Certificate

15. Character Certificate

16. Transfer Certificate

17. Online Pre-Filled Eligibility Forms

18. Student Profile Correction Request

19. Student Profile Update Request

20. Personalized Hall Ticket download

21. Personalized Pre-Filled Exam Form download

22. Online Application for Photocopy of Answer-Books

23. Online Application for Re-evaluation

24. Online application for Re-verification

25. Online Application for Migration

26. Online Application for Transcript

27. Student Facilitation Centre.

28. Student grievances and redressal Centre.

29. Degree/Diploma/Certificate as the case may be.

30. Registration Cards.

2.2.4 Academics Section

1. Course Structure Definition.

2. Evaluation and Assessment Structure Definition.

3. Process to integrate Board of Studies for addition/ modification of papers.

2.2.5 Examination Management

1. Eligibility of the students as per courses and semester.

2. Examination Scheduling and Time-Table Management

3. Exam Forms and their Inward

4. Exam Fee, Centre / Venue Management

5. Hall Ticket and Seat Number Management

6. Management information System for providing various reports to support conduction of Examinations.

7. Question Paper Packer Reports

8. Attendance Sheet

9. Provision for Barcode Functionality with system generated barcodes for Answer sheets

10. Fee Reconciliation Functionalities.

11. Appointment of supervisory staff.

12. Payments to superintendent, supervisory staff and other officials involved in examination.

13. Allotment of stationary to College/ Centre.

14. Acceptance of paper bundle from examination Centre.

15. Inventory of question papers.

16. Status/ record of the question papers sent to the paper setters for paper setting.

17. Status/record of the question papers with details sent for the confidential printing.

2.2.6 Research Scholars

1. Provision for all the processes involved from the registration to the award of degree of Research Scholars.

2.2.7 Employee and Institute Profile Management

1. Dashboard

2. Provision to capture details about staff and institute to generate various reports required by NAAC, NIRF, UGC, and creation of alumni databases, progression tracker

3. Login to maintain profile. (Employee means teacher from university, teacher from colleges, non-teaching staff from University/College)

4. College/Department login for tracking, data compilation and monitoring of staff profile and institute profile

5. Subject/Paper-wise teacher ID's list.

2.2.8 Communication

1. Unique Student RR Generation and Management

2. SMS / Email / Login / Notification Communications Management

3. Student Profile Management

4. Examination Management

3 Workflow at a glance:

3.1 Enrolment

1. Regular Students: Admission of students by the affiliated colleges/ University Department/ Campus.

2. Students are enrolled if eligible and Roll No is allotted depending upon Course, Schedule and Semester.

3. RR/Enrollment list is submitted by the college/University/ Campus to University within stipulated time.

4. Exam form is supplied/ uploaded by university and send to the college, in case of regular student.

5. College submits the signed Examination form to university.

6. Repeater candidate fill the online form after the declaration of result and a Roll no is allotted.

7. Centre is allotted to students after the Centre Notice and Date sheet is notified.

8. I.A. marks depending upon the type of paper added by the concerned teacher by using its Login id and Password.

9. Roll No is replaced by a Code No through which the marks are uploaded.

10. I.A., Code and Roll no are mapped so that the result is prepared.

11. Answer script are evaluated by the teacher and marks are added. Each award and code key is entered by 02 operators and is dependent on the course.

12. Result is prepared.

13. Subsequent notifications by way of amendment, correction etc. are issued in favor of student/ Examination schedule.

3.2 Registration and Examination forms

1. Candidate will login by his / her Enrollment no. and Password OTP will be provided for filling and confirmation of Exam form in case of Repeater candidates.

2. The link to fill exam form depending upon Regular / Backlog displayed as per eligibility of Student.

3. After clicking on fill exam form link for that particular semester/ year the list of subjects will displayed as per Curriculum or syllabus.

4. In case of elective subjects, editable list of subjects will be displayed which the candidate will select from as per eligibility.

5. Candidate will check and submit the exam form.

6. Online PDF of filling examination form will get generated after submission and confirmation of exam forms.

7. Facility for candidate to edit exam form till allotment of Roll no.

8. The eligible subjects will be displayed according to semester/year/ schedule.

9. The Examination form fees will automatically be displayed to the Candidate.

10. After successful submission candidate will be able to take the printout of his/her examination form in the login.

11. The University/College will have a complete log of the filled in Online Examination form for Regular students. They will also be provided complete MIS reports related to

Online Examination form. They will be able to re-issue of the receipt, will be having the right to cancel the Candidates Online Examination form for the exam, etc. The University/College will automatically get the list of eligible Candidates appearing for the Examination and the respective courses for which the Candidate are appearing for the exam.

12. Details of subsequent result notifications of the student to be provided.

13. After successful confirmation of Examination form by University/College the receipt number regarding receipt details will be generated online.

14. A unique receipt no will be given to each Candidate along with fees details. The separate link will be provided to University/College for Exam form filling and Confirmation for Regular and Backlog Candidates.

15. The university and the University/college will get all the MIS reports of Examination form like Confirmed exam forms, cancelled exam forms, Candidate type wise Examination Form Status.

16. The software will accept the Candidate application with all the validation and with personal details as per the rules Specified by University/College/University.

17. Generate Centre Notice and Date-sheet through software.

18. Registration section verify the eligibility criteria and accept/reject/accept with objections the candidature and the candidate clear the objections by submitting the requisite documents.

3.3 Appointment of Superintendent and Supervisory staff in every Centre.

1. In every Centre the Superintendent and the associated staff is appointed. Also, some advance is issued in favor of the Superintendentdepending upon the no. of days of Exam and the No. of students in that Centre.

2. Provision of allotment of staff by the college/university for Examination section.

3. Communication to Account Section for payment as advance for an exam.

4. Communication to Conduct Section for allotment of Answer-Script and other stationary items in favor of Superintendent

5. A communication shall be generated automatically for that Centre/Exam for handling of Question papers.

3.4 Inventory of question papers.

1. Confidential section sends the paper to Paper Setter depending upon the availability and the exams to be conducted.

2. Confidential Assistant to CE keeps track of papers that are sent to the confidential printers. For all the reports that are truly confidential in nature, provision to Bio-metric authentication is required.

3. Alerts in terms of Non-availability of Question papers for the next 3 months Exams.

4. Status of papers that have been sent for setting.

3.5 Payment to Evaluators and others.

1. After the result bill are prepared by the Evaluator and payment is made. A record containing the no. of paper evaluated.

2. Also, Code Officer is provided a payment depending upon the no. of answer sheets coded.

3. Confidential section keeps track of all the payment made to the various staff. Also, TDS and other taxes in addition to the funds available to that section.

4. Payment to Paper setter.

3.6 Inventory of Stationary items.

1. Every Centre created for an exam is allotted Answer Sheets depending upon the no. of students appearing for that exam. After the end of exam, Superintendent submit the blank answer sheets to the stationary section and only then NOC is issued in the favorof Superintendent.

2. Provision to check the current status of the Answer script in the Inventory. During Reorder Level (ROL) Admin and Branch officer should be communicated through email or SMS so that the order can be placed to replenish the stock.

4 Reports

Some of the reports that are required are:

4.1 Dashboards and Info graphics for Colleges and University.

1. Admission Statistics
2. Eligibility Statistics
3. Transfer Statistics
4. Fee Collection Statistics College wise/ Course-wise/ Schedule-wise.
5. Examination Statistics
6. Results Statistics
7. Course Statistic

4.2 Admission Related Reports for College and University.

1. Registered Students' List
2. Birth Date and Age Report
3. Mailing Labels
4. Students' RR List
5. Student Wise Papers List
6. Roll-No Wise Students' List
7. General Register
8. Transferred Students' List
9. Eligibility Status Report
10. Program Part — Term-wise Discrepancy Report
11. Dynamic Report generation tool for colleges to generate customized report.
12. Critical Decision-Making Dashboard for University and Colleges
13. Critical Exam monitoring dashboard.
14. Faculty-wise, Category-wise Admissions
15. Course Partwise, Category-wise Admissions
16. Gender-wise Blood Group
17. Course Part-wise Student Strength
18. RR Generated Status
19. Gender-wise Cast-wise List
20. Course Part-wise Email List
21. Birth Month-wise Student List

22. Term-wise Admission Fee Collection Report

23. Course Partwise Not-inward List

24. Student-wise Document List

25. Faculty-wise Admission Fee Collection Report

26. Course Part-wise Physical Disability List

27. Religion-wise Cast Statistics

28. State-wise Student List

29. Course Part-wise Marital Status List

30. Guardian Occupation Summary

31. Gender-wise Social Reservation List

32. Qualification Summary

33. Division-wise Student Strength

34. Paper-wise Student Strength

35. Paper-wise Division-wise Student Strength

4.3 Eligibility and Enrolment Reports

1. Eligible Candidate List

2. Provisional Eligible Candidate List

3. Not Eligible Candidate List

4. District-wise statistics

5. College course statistics

4.4   Fee Collection Reports

1. Course-wise Total Fee Reports

2. Collected Fee Register Reports

3. Course-wise Receipts Reports

4. Course-wise Student Fee

5. Cancelled Receipts Reports

6. Student Receipt Reports

7. Re-conciliation with the Bank.

8. Fee submission and segregation in different accounts.

4.5 Examination Reports

1. Inward Examination Form Statistics

2. Student Summary List

3. Exam Form Statistics

4. Examination Form Submission List

5. Blank Mark List

6. Paper-wise Name List

7. Physically Challenged Student List

8. Student List by **Centre**

9. Reports for **Centre**

10. Hall Ticket Download List

11. Daily Paper Report

12. Paper-wise Student Name List

13. Physically Challenged Student List

14. Paper-wise Attendance Sheet and Junior Supervisor Report

15. Venue wise paper download report.

16. Publication of Exam Notification

17. Preparation and filling of Exam forms as per subjects for both regular and backlog candidates

18. Online Payment and accounting of Exam fees

19. Attendance and eligibility entry by college

20. Entry of internal marks by the college, verification of internal marks by the student.

21. Approval of exam forms by the university

22. Identification of exam centers and block creation within a center

23. Mapping of candidates to exam center.

24. Online generation of Seat Number for Examination

25. Online display of Hall tickets / Admit cards.

26. Online display of seating chart for University's /Colleges.

27. Printing and dispatch of Answer sheets with candidate particulars

28. Online generation and Display of Attendance sheet for Exam centers.

29. Online generation of Timetable and display of Timetable.

30. Online Eligibility checking and Eligibility Application and Approval.

31. Online Exemption module.

32. Allocation of Superintendent, Asst Superintendent and other staff for Centre.

4.6   Other Reports

1. Online display of Exam Attendance Sheet in Exam Center Login

2. The main objective of online display of Attendance Sheet is to minimize the load of manual process by displaying the online so that all the Exam center under university will be able to get the Printout of Attendance Sheet online to verify the candidates present in Examination center with actual Attendance sheet Records.

3. Facility for download of Question Paper at the exam Centre

4. Marking absentees on the day of the exam

5. Provision for entering answer sheet numbers / Bar code no / QR code, Buffer Entry for each exam center.

6. Provision to enter Unfair means cases from exam center.

7. Key-in and verity the marks of the subject in which the candidates is appearing from the control sheets/foils/counter foils of marks as the case may be & print checklist.

8. Prepare and print list of such candidates who are allotted marks but whose roll numbers appear in absentee list.

9. Provision for Coding /decoding of answer books

10. Blank Mark-lists

11. Marks modification report

12. Statistical monitoring report

13. Moderation List

14. Absent Student Report

15. Pending Code Entry Report

16. Unfair Means Report

17. Course Wise Data-Entry Statistics

18. Correction List

19. Performance Ledger

20. User Data Entry Statistic report

4.7 Post Examination

1. Result Processing and Certification Functionalities for University Management on the result processing server provided by university

2. Data verification and validation

3. Candidates Applied

4. Candidates appeared.

5. Candidates passed in Distinction.

6. Candidates passed in First Class

7. Candidates passed in Second Class

8. Candidates passed in Third Class

9. Candidates Failed

10. Candidates withheld.

11. Candidates whose results are announced later Candidates Withheld under Unfair Means

12. Marks secured in each subject in which the candidates is appearing with detailed breakup.

13. Maximum and Minimum marks for each subject in the scheme of examination

14. Indications of Condonation, Absentees, SGPA/CGPA Grace for Division and Incentives

15. Aggregate marks and Minimum aggregate marks and Aggregate marks secured.

16. Result indicating Pass/ Fail/ Pass with condonation along with Division and class if any.

4.8 Degree / diploma/ CertificatePrinting.

1. Name of the candidate, Roll. No., Registration no. or any other detail deemed appropriate.

2. Name and year of Examination

3. Mother's Name

4. CGPA/GRADE/DIVISION/Title if required.

5. Above information in English and Devanagari script.

6. Prepare and Print college wise dispatch sheet of degree.

5. Plan of Implementation:

All the activities of the Examination Wing shall be integrated by this ERP. However, the following plan of implementation is envisaged. The timeline for integration of other activities/Courses can be increased/ decreased depending upon the status of activities that have been undertaken:

1. Professional Courses (MBBS, MD, Bsc, Nursing, Para-medical etc) ---- 20,000 students approx./year.

2. PG related courses (Ph.D. Scholars, Diploma Courses): 30,000 students approx./year

3. UG Courses: 2,50,000 students/year.

The bidder shall customize the ERP taking into account all the courses that are currently in vogue.

6. TRAINING:

The Service Provider should provide adequate training to the concerned staff of the university of Jammu, Jammu on the entire functionality of the application software in whole.

7. BACKUP:

The Service Provider will be responsible to take regular backup and submit the same to the university.

8. TERMS AND CONDITIONS:

1. ERP means that the product is available with the bidder as off the shelf and also the scope of the work as mentioned in the RFP is mapped appropriately so that the required customization can be done as per the need of the University of Jammu, Jammu.

2. Period of Contract: The contract will be initially for a period of 5 years starting from Go-Live date and may further be extended on yearly basis.

3. The rate shall remain the same throughout the contract period of 5 years. No increment in rates would be permitted in any circumstances. However, the revision of the rates after completion of five years of contract period shall mutually decided by the bidder and University of Jammu.

4. Change requirements at any point of time can be raised by the university and the same shall be done by the bidder in a time bound manner. Change requirements will be inclusive in the tender and no extra payment will be made for changes.

5. Time for executing the change requirements shall be mutually consented.

6. Sub-Contracting: The bidder shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the bidder shall be able to do it with the approval of the University of Jammu.

7. Exit Clause: The contract can be terminated by giving a three-month notice period by the university of Jammu and six months' notice by the bidder. However, at any instant the contract will be terminated if service of the vendor is not found satisfactory. In case of bankruptcy or closure of the company, the OEM shall provide the full source code to the university or provide an alternate handholding agency on the same terms and conditions for the streamline functioning.

8. Only the OEM should be the bidder (OEM means the service provider who has developed the ERP and intellectual property rights are available with them for that product).

9. TIMELINE FOR PROJECT IMPLEMENTATION WITH THE MILESTONES AND DELIVERABLES: T0 stands for the date of giving work order.

S.No.	Milestone / Deliver Description	Timeline (In Weeks)
1.	Project Kick-off meeting Detailed Project Implementation Plan	T0+1
2.	Submission of Solution Blueprint	T0 +3
3.	Unit Acceptance Test	T0+14
4.	Data Migration	T0+16
5.	Go-Live	T0+18

Or the plan can be submitted or mutually decided by the bidder and the University of Jammu.

10. Examination shall be considered as the main examination including subsequent process of re-evaluation, rechecking, retotaling etc.

11. Academic year means a complete academic session (2 exams for semester and one exam for annual scheme of examination)

12. The service provider should allocate a single point of contact (POC) who can provide support during the implementation stage. The bidder shall depute a dedicated resource within University of Jammu for implementation of the solution.

13. The bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of University of Jammu.

14. University of Jammu reserves the right to cancel the contract by giving 03 months' notice period without assigning any reasons whatsoever.

15. The University of Jammu authority shall have the right to impose additional terms and conditions, if situation demands.

16. In case of any legal, quasi-legal challenge, the service provider will provide all information required by the legal authorities promptly and in manner the data is sought.

17. The Payment will be made only after the completion of the academic year successfully for the respective courses. No payments will be made prior to the completion of the academic year.

18. The Payment under this agreement shall be made through NEFT/RTGS. The final payment shall, however, be made only after adjusting all the dues/ claims of the University of Jammu.

19. No advance payment will be made under any circumstances.

20. TDS/income tax etc. are to be deducted at source from the bills of the bidder.

21. The decision of University of Jammu in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the bidder.

22. In case of any disputes on execution of the work during the period of contract, the decision of the University of Jammu shall be binding and final, agreeable in full by both the parties. All disputes are subject to the jurisdiction of courts in Jammu and Kashmir only.

23. At least 06 personal having thorough knowledge of system shall be deployed in the premises of university of Jammu who shall be responsible for the development/ customization/ data entry in the software till the contract period. In case of the additional requirement, technical manpower can be deployed by the bidder to complete the task in the stipulated time, however no additional payment will be made for extra deployment.

24. The rates quoted in the financial bid shall be inclusive of the wages paid to the above said manpower.

25. University shall provide the space for the above said manpower with the basic furniture, fixture. Also, internet connectivity and basic machines shall be provided to the technical manpower. However, in case of any additional requirements of any kind, bidders have to provide the same.

26. Successful bidder must submit a PBG amount of 15 lakhs with the university. In case of any default at the bidder's end, a penalty can be imposed out of the PBG as decided by the University.

27. In any circumstance of discontinuation of the contract, data shall be transferred by the bidder to the University of Jammu, Jammu in whatever format is desired by the University.

28. In case of any conflict in terms and conditions of this RFP, the terms and conditions given in the RFP document will prevail suppressing others.

29. In case of any technical problem in evaluation and comparison of financial statements or technical evaluation in the GeM portal or any contradiction to the formula provided in the RFP document, the same shall be prepared manually using the formula as mentioned in the RFP.

30. In case of any dispute or difference in respect of interpretation of any of the stipulations arising out between the parties, the matter will be referred to the Vice-Chancellor as the sole arbitrator, whose decision shall be final and binding on the parties.

9. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA:

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

Sr. No.	Eligibility Criteria	Supporting Documents	Annexure (as per annexure format given in the end of document)
1	The Bidder must be a registered legal entity in India. (Indian Companies Act, 1956 (or 2013).	• Certificate of Incorporation • Proof of Office address	Attach as Annexure 'A'
2	The Bidder must have in their name, a PAN with Income Tax authority in India and a valid GST registration.	• A Copy of the PAN Card signed by the Authorized Signatory of the Bidder A Copy of GST Return for last financial year (2021-22).	Attach as Annexure 'B'
3	The Bidder should be a profit-making concern for the last three consecutive years, with minimum Gross Annual Average Turnover of at least Rs. 01 Cr. in the last 3 financial years ending 2022-2023. The turnover should be in the education segment only. The bidder must have a positive net worth asper audited financials for the last 3 years	• Certificate from CA	Attach as Annexure 'C'

Sr. No.	Eligibility Criteria	Supporting Documents	Annexure (as per annexure format given in the end of document)
4	The Bidder must possess currently valid certification: a. ISO 9001 b. ISO 27001 c. CMMI (at least Level 3) (capability maturity model integration)	• Copy of valid certificates	Attach as Annexure 'D'
5	The bidder should be having experience of Application software Design, Development, Customization of Software and/or Support services (O&M) Development & Maintenance of solution for Educational Institutions in India for Minimum of 03 years as on date of RFP.	Purchase Orders/ Work Orders/ Milestone Completion Certificates / experience certificate from the authorized signatories.	Attach as Annexure 'E'
6	The Bidder should have experience of successful implementation of ERP/ University Management System in at least 01 affiliating state university with at least 50,000 students. The projects must be satisfactorily Complete, and Testimonials and Completion Certificates should be provided as proof.	Completion/experience certificate/Satisfaction certificates in reference to the respective work orders/ purchase order by the Registrar/ Controller of the Affiliating state universities.	Attach as Annexure 'F'

Sr. No.	Eligibility Criteria	Supporting Documents	Annexure (as per annexure format given in the end of document)
7	The bidder should neither have been blacklisted by any Central / State Govt. Department / University / Educational Institution/Organization etc. in the last five years. and if there is any litigation/enquiry pending and/ or initiated by any of these Department or Court of Law regarding the works executed by it the same shall be intimated by the bidders to the University of Jammu, Jammu	A notarized Affidavit executed by the authorized Signatory of the sole/lead Bidder	Attach as Annexure 'G'

10. BID OPENING & EVALUATION:

The bids will be opened by a committee duly constituted for this purpose. The Technical Proposal will be opened first and evaluated. The Financial Proposal of only those bidders whose technical bid is found to be technically responsive by the Committee will be opened. The Financial Proposals of ineligible bidders will not be opened.

10.1 TECHNICAL EVALUATION

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

1. Quality and Cost Based Selection (QCBS): The technical evaluation marks would be given 60% weightage and financial evaluation marks would be given 40% weightage to arrive at a composite score.

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

Sr. No.	Technical Parameters	Supporting Documents	Max. Marks
1.	Experience of implementing ERP in Affiliating state Universities with at least 50,000 students (Regular/Private/ Repeater) ● At least 01 Affiliating state University – 05 Marks ● In 02 Affiliating state University – 10 Marks ● In 03 Affiliating state University – 15 Marks ● More than 03 Affiliating state universities—20 Marks	Completion/experience certificate/Satisfaction certificates in reference to the respective work orders/ purchase order by the Registrar/ Controller of the Affiliating state universities.	20

Sr. No.	Technical Parameters	Supporting Documents	Max. Marks
2.	Experience of successful implementation of Relevant ERP Modules / University Management System in Reputed Affiliating state universities with student volume/year as ● Up to 50,000 Students – 05 Marks ● 50,000 to 1.0 Lac Students – 10 Marks ● More than 1.0 Lac Students – 20 Marks	Completion/experience certificate/Satisfaction certificates in reference to the respective work orders/ purchase order by the Registrar/ Controller of the Affiliating state universities.	20
3.	Experience of successfully completing the No. of cycles (one cycle corresponds to one academic year) in implementing ERP in education segment at Affiliating state universities *Note: No. of cycles to be counted in reverse order from the latest completed cycle.* 01 cycle completed—03 Marks 02 cycles completed—06 Marks 03 cycles completed—09 Marks 04 cycles completed—12 Marks 05 cycles completed—15 Marks More Than 05 Cycles completed – 20 Marks	Completion/experience certificate/Satisfaction certificates in reference to the respective work orders/ purchase order by the Registrar/ Controller of the Affiliating state universities.	20

Sr. No.	Technical Parameters	Supporting Documents	Max. Marks
4.	<u>Average Annual Turnover</u> of the Bidder during the last three (3) financial years pertaining to the Education segment. ● 01 Crores– 01 Marks ● Between 01crores to05 Crores – **02**Marks ● Between 05 to 10 Crores - 03 Marks ● 10 Crores & above - 10 Marks	Copy of Audited Balance Sheet	10
5.	1. CMMI Level 3.0 – 05 Marks 2. CMMI Level 4.0 – 10 Marks 3. CMMI Level 5.0 – 15 Marks	Copy of valid certificates	15
6.	Development and implementation of NEP Module as per UGC credit framework. a) NEP Module Developed and implemented— 15 Marks	a) Certificate duly signed by Registrar/ Controller/ Dean Academic Affairs of the implementing university.	15
Total			100

Note: Bidders are required to score at least 50 points out of 100 for technical qualification.

10.2FINANCIAL EVALUATION

1. The bidders must necessarily give the commercial details in the format given in this RFP. The commercial proposals must be given in the prescribed format only and in accordance with the details and terms and conditions as mentioned in the RFP (hence the bidder is expected to understand the RFP in all respects). In case the selected bidder does not quote for; or have a provision for any software / any other expenses

required to meet the requirements of the RFP, he shall be solely responsible for those and will be required to provide them, without any additional cost to university.

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

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

4. The rates quoted should be excluding the taxes as applicable from time to time.

10.3 Overall Evaluation Process

1. At first Bidders shall be evaluated as per Pre-Qualification criteria

2. The bidders who fulfill all the Pre - Qualification criteria will qualify for further Technical Evaluation after presentation.

3. Presentation of the proposals will be given by the bidders after the pre-qualification. Presentation by the bidders will be a part of the technical evaluation. Those bidders who fail to make the presentation before thecommittee or unable to fulfill the claims mentioned in the scope of RFP shall be rejected and shall not be considered for further evaluation.

4. The bidders who qualify for financial Evaluation, the bidder scoring the highest composite score will be awarded the work.

5. The committee/team can visit the institutions where the ERP solution is implemented by the bidder to get a fair idea about the functioning of the solution.

10.4 Technical Score (X)

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

Technical Score of a Bidder =

(Technical Bid score of the Bidder/Technical Bid Score of H1) x100

(H1-Highest Technical Score of a bidder)

(Adjusted up to two decimal places)

10.5 Financial Score (Y)

The RFP is a Software as a Service Model and hence charges per exam per student to be quoted. The Financial offers of the qualified bidders shall be tabulated for the project. If there is a discrepancy between words and figures, the lower of the two shall prevail. For any other calculation/ summation error etc. the bid may be rejected. Based on the Financial quote given by the bidder, a Relative Financial Score (Y) will be calculated as below, only for the qualifying bidders.

"Y" of qualifying bidder = (Lowest quoted Offer of the qualifying Bidder/ Offer quoted by the respective qualifying Bidder) x 100

The marks secured as above shall be the Relative Financial Score (Y) of the bidder for the project.

10.6 Composite Score for the Bidders

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

Bidder	Technical Score (X)	FinancialScore (Y)	Weighted Technical Score (60% of X)	Weighted FinancialScore (40% of Y)	Composite Score (F=D+E)
A	B	C	D	E	F

11. EARNEST MONEY DEPOSIT (EMD):

1. The Technical Bid without EMD would be considered as UNRESPONSIVE and will not be accepted

2. EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidders on the amount of the EMD.

3. Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinded the offer within the period of its validity.

4. In Case of Successful Bidder, the EMD shall be retained till the submission of PBG.

12. SUBMISSIONS OF BID (INSTRUCTIONS FOR ONLINE BID SUBMISSION)

The Bidder should upload the scanned copies of all the required original documents as Bid-Annexure during Online Bid-Submission.

12.1 Online Document Submissions:

The Online bids (complete in all respect) must be uploaded online as explained below: -

(Following documents to be provided as single PDF file)			
S. No	**Documents**	**Content**	**File Type**
1.	Technical Bid	Supporting documents as per requisite Annexure	pdf
2.		Tender Compliance declaration Annexure K	pdf
3.	Financial Bid	As per financial bid format Annexure L	pdf

12.2 Instructions for online Bid Submission.
Bidders are requested to log on to the GeM Portal for submission of Bids after going through tender document and other details. No document shall be accepted either by post/ by hand/ email. All the communication should be through the mail given in the document.

12.3 PREPARATION OF BIDS

Bidders should take into account any corrigendum/addendum published on the portal before submitting their bids.

1. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents must be submitted, the number of documents-including the names and content of each of the documents that need to be submitted. Any deviations from these

may lead to rejection of the bid.

2. Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they should be in PDF format only.

3. Before uploading of the documents, bidders are advised to check whether the document is legible.

12.4 SUBMISSION OF BIDS

1. Bidders should log into the GeM portal well in advance for bid submission and complete all formalities so that he/she uploads the bid in time i.e., on or before the bid submission time. Bidder will be solely responsible for any delay in uploading of bid within the stipulated time.

2. Bidder has to pay EMD as applicable through Demand draft as per tender condition in favor of "**Registrar**, **University of Jammu"** payable at **Jammu**. Original copies of Demand draft for EMD are required to be uploaded.

3. A standard Financial Bid form has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the financial bid format is found to be modified by the bidder, the bid will be rejected.

12.5 ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be sent through mail mentioned in the document.

12.6 Acceptance/ Rejection of bids:

1. University of Jammu reserves the right to reject any or all offers without assigning any reason.

2. University of Jammu reserves the right to take decisions according to the requirements of the University and no claim on whatsoever ground shall be entertained from any of the bidder.

12.7 Amendment in Tender Document:

At any time up to the last date for receipt of RFP, University of Jammu may, for any reason, whether at his own initiative or in response to a clarification requested by the bidder, modify the Bid Document by an amendment.

The amendment will be notified on GeM portal for the bidders which shall be binding on them.

12.8 AWARD OF CONTRACT:

1. The Successful Bidder should accept the offer within 10 days from the date of receipt of "Letter of Offer', failing which the offer will be canceled.

2. In case the successful bidder backs out before actual award or execution of agreement or declines the offer of contract, for whatever reason(s), University of Jammu, Jammu will have the right to forfeit the EMD and the contract may be given to the bidder having second highest composite score(L2).

3. It is clearly understood by the parties that no financial liability of any type is created by issuance of work order. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and performance.

ANNEXURES

1. Bidder Registration certificates to be attached as **'Annexure A'**
2. Bidders PAN and GST Registration certificates to be attached as **'Annexure B'.**

3. Average Annual turnover in the last 03 years to be attached **as** '**Annexure C'**

Annexure C

S. N.	Financial Year	Annual Turnover	Net Profit
1.	FY 2020-21		
2.	FY 2021-22		
3.	FY 2022-23		
Total			
Average			

Note: Certificate from Statutory Auditor/ Charted Accountant certifying balance sheet only for all three years to be attached.

Signature with Seal of the Chartered Accountant

Signature with Seal of the Bidder.

4. ISO and CMMI level certification to be attached as '**Annexure D'**
   Annexure D

S. No.	Required Document	Certificate to be attached as
1.	ISO 9001	Annexure D1
2.	ISO 27001	Annexure D2
3.	CMMI Level	Annexure D3

5. Experience of Software Design, Development and Implementation to be attached as '**Annexure E'.**
6. Experience of ERP Implementation in state affiliating universities with at least 1.0 lakh students to be attached as '**Annexure F'.**
   Annexure – F

S. No.	Name of the University	Certificate to be attached as
1.		Annexure F1
2.		Annexure F2
3.		Annexure F3
4.		Annexure F4

7. Non- blacklisting of the bidder certificate to be attached as '**Annexure G'.**

8. Student volume per year where ERP is implemented certificate to be attached as **'Annexure H'**

Annexure H

S.No.	Name of the University	Student Volume/year	Certificate to be attached as
1			Annexure H1
2			Annexure H2
3			Annexure H3

9. Number of cycles completed, certificate to be attached as '**Annexure I'.**

Annexure – I

S. No.	Name of the University	Number of Cycles Completed	Certificate to be attached as
1.			Annexure I1
2.			Annexure I2
3.			Annexure I3
4.			Annexure I4
5.			Annexure I5

10. NEP Module Developed and Implemented certificates to be attached as **'Annexure J'**

Annexure – J

S. No.	NEP Module	Certificate to be attached as
2.	Module Implemented	Annexure J1

ANNEXURE-K

Declaration sheet

I,_____hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, terms and conditions in details and agree to comply with the requirements and intent of specification.

I further certify that our organization meets all the conditions of eligibility criteria laid down in this tender document and subsequent amendments/addendums if any.

S.N.	Particulars		Bidder's Details
1.	Name of the Firm		
2.	Registered Address		
3.	Contact Person	Name	
		Designation	
		Email ID	
		Mobile Number	
4.	Registration Number		
5.	GST Number		
6.	PAN Number		

Thanking

you,

Yours

faithfully,

(Sign & Seal)

Name:
Designation:
Company Name

Date:
Place:

ANNEXURE L

FINANCIAL BID

To,

The Registrar

University of Jammu, Jammu.

Baba Saheb Ambedkar Road,

Jammu Tawi (J&K)- 180006.

Subject: **Financial Bid for ERP Implementation in Examination System.**

Sir,

I/we have gone through the tender document and terms & conditions, understood it fully and declare that I/we shall abide by the terms and conditions mentioned therein for supply of the services required.

S.No.	Description of work	Rate per Student per Exam	Taxes
1.	Implementation of ERP in Examination System		

I/we certify that the information furnished above is true and correct. All the terms and Conditions mentioned in the tender documents are acceptable to us.

(Authorized Signature)

Name of the Authorized person: ……………………….
Name of the Company: ………………………………...
Address of the Company: ……………………………...
Contact No: ……………………………………………….
Email Id: ………………………………………………

Note: The Financial Bid annexure is to be uploaded separately from the technical annexures.

DOCUMENTS CHECKLIST

1. Brief History of Organization [   ]   ----------Leaves attached

2. EMD Document [   ]   ----------Leaves attached
3. Annexure A [   ]   ----------Leaves attached

4. Annexure B [   ]   ----------Leaves attached

5. Annexure C [   ]   ----------Leaves attached

6. Annexure D [   ]   ---------Leaves attached

7. Annexure E [   ]   ----------Leaves attached

8. Annexure F [   ]   ----------Leaves attached

9. Annexure G [   ]   ----------Leaves attached

10. Annexure H [   ]   ---------Leaves attached

11. Annexure I [   ]   ----------Leaves attached

12. Annexure J [   ]   ----------Leaves attached

13. Annexure K [   ]   ----------Leaves attached

14. Annexure L [   ]   ----------Leaves attached

Note: Bidders are requested not to attach unnecessary documents. Kindly attach only the relevant documents wherever desired as per the RFP document.