



Mohanlal Sukhadia University, Udaipur

REQUEST FOR PROPOSAL

For

**Implementation & Maintenance of
University Management System in the
Universities of Rajasthan**

RFP Ref Number:

Issue Date:

Last Date for Bid Submission:

Issued By:

Mohanlal Sukhadia University, Udaipur (Rajasthan)

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DISCLAIMER

Tendering Authority (hereinafter referred to as **MOHANLAL SUKHADIA UNIVERSITY, Udaipur Rajasthan**) has issued this Request for Proposal (hereinafter referred to as “RFP”) for Implementing & Maintaining University Management System in **MOHANLAL SUKHADIA UNIVERSITY UDAIPUR RAJASTHAN**, on such terms and conditions as set out in this RFP document, including but not limited to the technical specifications set out in different parts of this RFP document.

1. This RFP has been prepared with an intention to invite prospective applicants/bidders and to assist them in making their decision of whether or not to submit a proposal. It is hereby clarified that this RFP is not an agreement and the purpose of this RFP is to provide the bidder(s) with information to assist them in the formulation of their proposals. This RFP document does not purport to contain all the information bidders may require. This RFP document may not be appropriate for all persons, and it is not possible for Mohanlal Sukhadia University to consider the investment objectives, financial situation and particular needs of each bidder.
2. Mohanlal Sukhadia University has taken due care in preparation of information contained herein. However, this information is not intended to be exhaustive. The interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not solely rely on the information contained in this RFP in submitting their proposal. This RFP includes statements, which reflect various assumptions and assessments arrived at by Mohanlal Sukhadia University in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require.
3. This RFP is not an agreement by or / and between Mohanlal Sukhadia University and the prospective bidders or any other person. The information contained in this RFP is provided on the basis that it is non-binding on Mohanlal Sukhadia University, any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. Mohanlal Sukhadia University makes no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the RFP document. Each bidder is advised to consider the RFP document as per his understanding and capacity. The bidders are also advised to do appropriate examination, enquiry and scrutiny of all aspects mentioned in the RFP document before bidding. The bidders are encouraged to take professional help of experts on financial, legal, technical, taxation, and any other matters / sectors appearing in the document or specified work. The bidders are also requested to go through the RFP document in detail and bring to notice of Mohanlal Sukhadia University, any kind of error, misprint, inaccuracies, or omission in the document. Mohanlal Sukhadia University reserves the right not to proceed with the project, to alter the schedule reflected in this document, or to change the process or procedure to be applied. Mohanlal Sukhadia University also reserves the right to decline to discuss the project further with any party submitting a proposal.
4. No reimbursement of cost of any type will be paid to persons or entities, for submitting a proposal. The bidder shall bear all costs arising from, associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Mohanlal Sukhadia University or any other costs incurred in connection with or relating to its bid.

5. The issue of this RFP does not imply that Mohanlal Sukhadia University is bound to select and pre-qualify bids for bid stage or to appoint the selected bidder, as the case may be, for the project and Mohanlal Sukhadia University reserves the right to reject all or any of the bids without assigning any reasons whatsoever.
6. Mohanlal Sukhadia University may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
7. Mohanlal Sukhadia University, its employees and advisors make no representation or warranty and shall have no liability (for any cost, damage, loss or expense which may arise from or is incurred or suffered on account of anything contained in this RFP or otherwise, including but not limited to the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to be part of this RFP or arising in any way with eligibility of bidder for participation in the Bidding Process) towards any Applicant or bidder or a third person, under any law, statute, rule, regulation or tort, principles of restitution for unjust enrichment or otherwise.
8. Mohanlal Sukhadia University also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP.
9. Interested parties, after careful review of all the clauses of this 'Request for Proposal', are encouraged to send their suggestions in writing to Mohanlal Sukhadia University. Such suggestions, after review by Mohanlal Sukhadia University, may be incorporated into this 'Request for Proposal' as a corrigendum, which shall be uploaded onto the e-Tendering website. All eligible tenders need to be registered on the following portals to generate login credentials and to download the bid documents for online bid preparation / decryption etc.

INVITATION OF PROPOSAL

1.1. Key Events and Dates

S. NO.	INFORMATION	Details
1.	Publication of Notice Inviting E-Bids	27-09-2021
2.	Date & Time for Commencement of Downloading Tender Document	28-09-2021 at 11.00 A.M.
3.	Website for downloading Bid Documents/ Release of response to clarifications would be available on	https://eproc.rajasthan.gov.in
4.	Last Date for Downloading the Tender Document	20-10-2021 at 6.00 P.M.
5.	Last date for sending requests for clarifications	19-10-2021 at 11.00 A.M.
6.	Date, Time and place of Pre-Bid Meeting	08-10-2021 at 2.00 P.M. (VC Secretariat Mohanlal Sukhadia University, Udaipur)
7.	Deadline for receipt of Bid Fee, RISL Processing Fee and 2% EMD	21-10-2021 at 11.00 A.M.
8.	Date (deadline)for submission of bids	20-10-2021 at 6.00 P.M.
9.	Technical Bid Opening	21-10-2021 at 11.30 A.M.
10.	Financial Bid Opening	To be announced after technical evaluation of Bids

1.2. OTHER IMPORTANT INFORMATION RELATED TO BID

S. No.	Information	Details
1.	Tender Fee To be paid online through the e-Tendering portal at the time of submission of the tender	Rs. 5000.00 (Rs Five thousand only)
2.	Earnest Money Deposit (EMD)	2% EMD in favor of Comptroller Mohanlal Sukhadia University, Udaipur Rajasthan.
3.	Bid Validity Period	180 days
4.	Performance Bank Guarantee (PBG)	5% of the Average Annual Value of the Contract
5.	Last date for furnishing Performance Bank Guarantee in favor of “Comptroller Mohanlal Sukhadia University, Udaipur (Rajasthan)”	Within fifteen (15) working days of the date of notice of award of the contract (Letter of Intent (LoI)) or prior to signing of the contract whichever is earlier or as intimated in the LoI issued by MOHANLAL SUKHADIA UNIVERSITY . The PBG shall be valid till the validity of the contract, including any subsequent term extension, if applicable

1. The complete Bidding Document including the conditions of contract, evaluation and qualification criteria and procedure, bidding forms, specifications etc. can be seen at and downloaded from the website

<https://sppp.rajasthan.gov.in>; <https://eproc.rajasthan.gov.in> or the official web site of the University www.mlsu.ac.in up to **11:00 AM on 28.09.2021**.

2. For participation in the online Bid process, Bidder must procure a Digital Signature Certificate (DSC) (Type-III) as per Information Technology Act-2000 using which they can digitally sign their electronic Bids. Bidders can process the same from any CCA approved certifying agency such as TCS, Safecrypt, Ncode etc. Bidders who already have a valid DSC need not procure a new DSC. Also the bidder must register on <https://eproc.rajasthan.gov.in>. Bidders already registered need not do so.

3. Bidders are advised to refer "Bidders Manual Kit" available at E-procurement website for further details of the e-tendering process.

(i) The Bid is for a Rate Contract.

(ii) The evaluation criteria have been specified in the Bid documents under Section-III.

(iii) Bid fee of Rs. 5000/- payable to Comptroller Mohanlal Sukhadia University Udaipur, Rajasthan and RISL Bid processing fees of Rs. 2000/- for *MD RISL, Jaipur* payable at Jaipur (*Managing Director, RajComp Info Services Ltd.*) must be paid through DD **latest by 21.10.2021, 11:00 AM :**

The Bid Fee and RISL Bid processing fee shall be non-refundable. The DD/NEFT/RTGS/UTR No. and Date along with certified bank details (in prescribed format provided as Form No. 8 in Section-IV of the bidding document) to be uploaded with the Technical Bid form.

4. The Bidders shall upload the specifications, catalogue and other characteristics of the product offered. They shall also include details on their backup services offered, warranties, etc. in the Technical Bid file.

5. Technical Bid form duly signed on all pages and serially numbered accompanied with scanned copy of the DD/NEFT/RTGS/UTR No. for the Bid Fee and RISL Processing Fee, Bid Securing Declaration, Technical Bid as well as the Technical Bid submission form in one file; and Financial Bid submission sheet as well as the Financial Bid in another file shall be uploaded in the cover content of "TECHNICAL BID" and "FINANCIAL BID" respectively in electronic format up to **06:00 PM of 20.10.2021** on <https://eproc.rajasthan.gov.in>.

6. The Bids shall be opened at **11.30 AM on 21.10.2021** in Comptroller office Mohanlal Sukhadia University, Udaipur Rajasthan.

7. The Procuring Entity is not bound to accept the lowest Bid and may reject any or all Bids without assigning any reason thereof. Other terms and conditions laid down under the RTPP Act, 2012 and RTPP Rules, 2013 as amended and mentioned in the Bid documents shall be applicable.

8. Any dispute arising there out of this Bid shall fall under the jurisdictions of courts of law at Udaipur.

Comptroller
Mohanlal Sukhadia University Udaipur, (Rajasthan)

2. BACKGROUND

2.1. ABOUT MOHANLAL SUKHADIA UNIVERSITY

Mohanlal Sukhadia University (erstwhile Udaipur University) at Udaipur is a State University established by an Act in the year 1962 to cater the needs of higher education in Southern Rajasthan with more than 2.00 Lakh Students. The University is located in Aravalli Hill Area largely dominated by tribal populations. Endowed with rich cultural heritage, natural resources and beautiful landscape, Udaipur is a world renowned tourist attraction. Ever since its inception university has been striving to maintain excellence in teaching, research and community service. Great emphasis has been laid in creating scientific temper, maintaining high ethical values and in keeping pace with emerging areas of higher learning. University has ensured overall socio-economic growth of all the sections of society by encouraging greater access and inclusive approach making it most preferred institution for higher education, learning and research.

Conscious about its social responsibilities, the university has played significant role in socio-economic development of backward, under-privileged and socially challenged people through its various extension activities. UGC sponsored “Women’s Study Centre” and Ministry of Health and Family Welfare supported “Population Research Centre” established in the university have contributed significantly in the areas of women empowerment, gender equality and child development.

University can take the pride in having ICT enabled working in most of its functional units involved in teaching, learning, research, administration and governance. A very strong infrastructure for e-libraries has enhanced academic growth of the faculty and students.

Regular review of existing courses and introduction of new courses of current national and international relevance have been a major activity of the university to produce human resource which is more skilled and employable. Emphasis has been laid on inter-disciplinary and emerging technologies. To maintain high quality, the teaching and learning processes have been made more rigorous and effective. Evaluation process has been made more transparent and credible.

Creation of new knowledge through research is one of the major objectives of higher education. Realizing its role in creation of new knowledge, the university has not only made visible impact on national and international levels but has also attracted interest of other institutions for collaborative research. Recognition of the Department of Botany, Geology, Physics and Zoology by UGC for its ‘Special Assistance Programme’ and support received from DST under FIST programme to various Science Departments is the testimony of scientific advances made by the faculty members.

The university has always felt concerned about increasing access of students from various sections of the society to higher education. By providing reservations, financial aids, scholarships and relaxation in qualifications for socially backward classes, the university has registered significant increase in access during last few years. The university aims to achieve its goal of providing higher education to create just, plural and equitable society in consonance with constitutional values.

Along with our University this RFP and its findings will be applicable for a minimum of **10 Universities of Rajasthan**. These Universities will also provide their respective Purchase orders

for the University ERP Product and Services based on the finalized rates and terms of supply and services as per our findings.

All the Universities of Rajasthan will have perpetual ERP software product and service will be taken in either of the following two ways,

- A. Universities with more than 60,000 Students strength will go for Managed Services engagement on per student basis.
- B. Universities with less then 60,000 Students strength will opt for one-time implementation services.

A rate needs to be provided for both A & B, strictly as per format given in Annexure-5: Format for Commercial Proposal.

3. REQUEST FOR PROPOSAL PROCESS

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

3.1. GENERAL INFORMATION AND GUIDELINES

1. Mohanlal Sukhadia University invites bids against this Request for Proposal (“RFP”), from eligible bidders as per the scope of work defined in this RFP.
2. Any contract that may result from this bidding process will be effective from the date of Signing of Contract and shall, unless terminated earlier in accordance with its terms, continue for a total contract period of five (5) years.
3. Mohanlal Sukhadia University reserves the right to extend the Term on mutually agreed terms at its sole discretion, subject to any obligations under law of the university.
4. Proposals must be received not later than the time, date and venue mentioned in the section ‘Key Events and Dates’. Proposals that are received late WILL NOT is considered in this RFP process.
5. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must perform their own research and survey, and form conclusions about the solution needed to meet the requirements.
6. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by Mohanlal Sukhadia University on the basis of this RFP.
7. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of Mohanlal Sukhadia University. Any notification of preferred bidder status by the university, shall not give rise to any enforceable rights by the Bidder. Mohanlal Sukhadia University may cancel this public procurement at any time prior to a formal written contract being executed.
8. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
9. All figures of costs, project values and others will be mentioned in Indian Rupees only.

10. No Bidder shall submit more than one Bid for the Project. An entity bidding (a) individually, or (b) as a Vendor/OEM of a bidder, shall not be entitled to participate in another bid either (a) individually or (b) as a Vendor/OEM of any Bidder.

3.2. CONSORTIUM CONDITIONS

No Consortium is allowed.

3.3. RFP DOCUMENT FEES

The qualified bidders are requested to pay online Tender fees of Rs 5000/- through e-Tender Demand Draft in favor of Comptroller Mohanlal Sukhadia University Udaipur. The Tender fee is non-refundable. The RFP document can be downloaded free of cost from the portal www.mlsu.ac.in on registration. The scanned copy of RFP fee paid receipt should be uploaded with bid documents. Bids that are not accompanied by the RFP fees or accompanied by inadequate RFP fees, shall be considered non-responsive and will be rejected.

3.4. EARNEST MONEY DEPOSIT (EMD)

- EMD submit 2% of estimate cost of tender DD submit in favor of COMPTROLLER MOHANLAL SUKHADIA UNIERSITY, UDAIPUR
- If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. The decision of the Mohanlal Sukhadia University regarding forfeiture of the Bid Security shall be final and binding upon bidders.
- If during the bid process, any information is found false/fraudulent/mala fide, Mohanlal Sukhadia University shall reject the bid and, if necessary, initiate action.

3.5. CONTACT DETAILS

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

S. No	Item	Details
1.	Name	Dr. Avinash Panwar
2.	Designation	Director, Computer Center
3.	Email. ID	avinash@mlsu.ac.in
4.	Mobile No.	9414164608

3.6. PRE-BID QUERIES AND PRE-BID MEETING ON RFP

Mohanlal Sukhadia University will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are specified in Section –1.1. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information, necessary for them to submit their bid. The bidders shall send in their pre-bid queries as per the prescribed format specified in Annexure - 1 of this RFP, to the contact address at which the bids are to be submitted as well as the email id mentioned in Section 3.5 of this RFP. The bidders shall send their pre-bid queries as per the schedule specified in the RFP Section 1.1. The response to the queries shall be published on (website url). No telephonic queries will be entertained. This response of Mohanlal Sukhadia University shall become integral part of RFP document.

3.7. RESPONSE TO PRE-BID QUERIES / CORRIGENDUM / AMENDMENT TO THE RFP

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

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

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

3.8. COMPLETENESS OF RESPONSE

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

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

3.9. PROPOSAL PREPARATION COST

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Mohanlal Sukhadia University to facilitate the evaluation process, and in negotiating a definitive Service Agreement (SA) and all such activities related to the Bid process. This RFP does not commit Mohanlal Sukhadia University to award a Contract or to engage in negotiations. Further, no reimbursable costs may be incurred in anticipation of award of the Contract for implementation of the Project.

3.10. RIGHT TO TERMINATION

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

3.11. Authentication of Bids

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

3.12. Interlineations of Bids

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

3.13. Late Bids

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

3.14. Patent Claim

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

4. Bid Submission Instructions

4.1. Online Bid Submission

- 1 The bidder shall submit the bid online through e-Tendering Portal (portal URL).
- 2 To view- Tender Notice, Detailed Time Schedule, RFP Document and its supporting documents, kindly visit following e-Tendering website (website URL).
- 3 The bids submitted, shall comprise of the following two steps through e- Tendering portal. Offline mode bid submission is not allowed:

a) A Two steps/ cover system shall be followed for the bid:

Step A: Tender Fees, EMD Declaration, Pre-Qualification & Technical bid

Step B: Commercial Bid

b) The Bid shall include the following documents:

Table: Documents Required

S.No.	Document Type	Document Format	Online Submission
Tender Fee & EMD and Eligibility Details- Step -A			
1.	Tender Fee	Online Payment	Yes
2.	EMD	2% EMD of bid estimate cost in favor of Comptroller Mohanlal Sukhadia University, Udaipur Rajasthan.	Yes
3.	Pre-qualification & Technical Bid	Prepared in accordance with the Requirements specified in Section 5.3. The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in Annexure-4.	Yes
Commercial Bid - Step -B			
4.	Commercial Bid	The Commercial Bid shall be prepared in accordance with the requirements Specified in this RFP and in the format prescribed in Annexure-5.	Yes

- c) The bidder should ensure that all the required documents, as mentioned in this RFP/ bidding document, are submitted along with the bid and in the prescribed format only.
- d) Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the bid proposal submitted by the bidder.

- e) It shall be the sole responsibility of the bidder to ensure that all the documents required for the Pre-Qualification and the Technical Evaluation of the bid are uploaded on the portal well within time and Mohanlal Sukhadia University's shall not entertain any representation from any bidder, who fails to upload the requisite documents within the stipulated time and date on account of any technical issues related to low internet connectivity, size of the files to be uploaded etc. Therefore, the bidders are notified that they must read the instructions / information given on the homepage of the e-tender portal and must understand all the nuances of technology in advance.
- 4 Mohanlal Sukhadia University will not accept delivery of proposal and any other supporting documents, in any manner other than that specified in this RFP. Any proposal delivered in any other manner shall be treated as defective, invalid and rejected. Under no circumstances, any physical documents will be accepted after the submission of bid.
- 5 It is required that all the Bids submitted in response to this RFP should be unconditional in all respects, failing which Mohanlal Sukhadia University reserves the right to reject the Bid.
- 6 It shall be the responsibility of the bidder to re-check that each page of the requisite document uploaded as a part of the bid is stamped and duly signed by an authorized signatory.

4.2. Pre - Qualification Criteria

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

Sr. No.	Pre-qualification Criteria	Documentary Evidence Required
1	Bidder should be a company registered in India under the Indian Companies Act or a registered partnership company / firm / society and existing for the past 10 years as on date of bid closing date.	In case the Bidder is a registered company in India, they should produce the copy of the certificate of incorporation issued by the Registrar of Companies or MCA
2	<p>The Bidder should have an average annual turnover of at least INR 200 Crores during each of the last three financial years (i.e. 2020-2021, 2019-20, and 2018-19).</p> <p>This turnover should be on account of IT/ICT/ITES system integration/turnkey solutions or products and their associated implementation and maintenance.</p>	Statutory auditor's certificate & copy of audited balance sheets and profit and loss accounts.
3	The Bidder should have positive net worth during each of the last three financial years (i.e. 2020-2021, 2019-20, and 2018-19).	
4	<p>The ERP Product (University Management System "UMS") quoted by Bidder must have been used to successfully complete at least the following number of similar project for software deployment, implementation & maintenance engagement(s) for an Indian Central / State Government University, during the last 7 years (as on bid closing date), of value specified herein:</p> <ol style="list-style-type: none"> 1. Two project of value not less than INR 15 crores each; OR 2. Three projects of value not less than INR 12 crores each; OR 3. Four projects of value not less than INR 10 crores each 	<p>a) Experience details</p> <p>b) Documentary evidence for scope of work and contract value, along with client contact details, in the form of work order / purchase order / completion certificate from the client`</p>
5	Quoted ERP "UMS" product must have been implemented for University e-Governance at least five State Government Universities with 50 affiliated Institutions	Experience details / Self Certificate

6	Board Resolution / Power of Attorney, in the name of person signing the Bid, authorizing him to submit/execute this agreement as a binding document	Copy of Board Resolution / Power of Attorney
7	The Bidder should have a minimum CMMi Level 3 / ISO 27001:2013 & ISO 9001:2015 certifications valid as on date of closing of bid for providing IT/ ITeS services.	Copy of the certificate(s) signed and stamped by the authorized signatory of the Bidder
8	The bidder should have at least 100 professionally qualified personnel (relevant degree holders i.e. BTech / BE / MCA / M Tech) working on their rolls)	Certificate from HR Head

Note:

1. It is mandatory to submit the specified documents in support of the above eligibility criteria and the company/firm/agency is likely to be disqualified should it fail to provide any of the specified documents.
2. Similar projects : Use of IT/ITeS component to facilitate the process including but not limited to Student Lifecycle right from Registration till Admission Confirmation, Examination including Student Registration, Assessment, Examination Assessment, Teacher Recruitment, College Affiliation, Finance and Accounts processes through Implementing& Maintenance of application, which includes application form submission, payment collection, updating status/ results and publishing of reports, dashboards etc. or such process automation in Central Government/ State Government Universities covering End to End Computer Based Student and Employee Lifecycle etc.
3. Change in Eligibility Criteria: If there is a change in the status of the bidder with reference to any of the eligibility criterion specified above, during the bid process till the award of the project, the bidder should immediately bring the same to the notice of Mohanlal Sukhadia University.
4. The bidder should also submit an Authority Letter or Power of Attorney for the authorized signatory signing the bid documents on behalf of the bidder.
5. The technical bid should not contain any price information.

4.3. Technical Evaluation

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

1. This is a Quality and Cost Based Selection (QCBS). The technical evaluation marks would be given 70% weightage and commercial evaluation marks would be given 30% weightage to arrive at a composite score.
2. The bidder with the highest composite score shall be awarded the contract. However, Mohanlal Sukhadia University reserves the right to confirm the bidder with the highest composite score as successful bidder subject to negotiations and approval of competent authority.

Sr. No.	Technical Qualification Criteria	Max Marks	Documentary Evidence Required
A	Experience Criterion	75	
A1	<p>Web based University Management ERP:</p> <p>Similar ERP product in execution / in the process of execution for at least three web-based Indian State/Central Government University Management e-Governance solution during the last 7 years (as on bid closing date)</p> <p>· Each project of value greater than or equal to INR 3 crores: 4 mark (maximum 5 projects)</p>	20	<p>a) Experience details</p> <p>b) Documentary evidence for scope of work and contract value, along with client contact details, in the form of work order / purchase order / completion certificate from the client</p>
A2	<p>ERP product should have been used for Educational (Comprising of Minimum 15 Modules bifurcated across various functions of the University) in Indian Central/State Government Universities with Project value of Rs. 2.5 Cr. or more during the last 7years.</p> <p>2 Marks per University (Maximum 10 Universities)</p>	20	<p>a) Experience details</p> <p>b) Documentary evidence for scope of work and contract value, along with client contact details, in the form of work order / purchase order / completion certificate from the client</p>

A3	<p>ERP product must have been used in Examination Result Processing of Students in Indian State Government/Central Government University in one year for more than 1.5Lakh Students during the last 7 Years.</p> <p>5 marks per University (Maximum 4 Universities)</p> <p>3 state Govt./Central University—10 marks 4 state Govt./Central University—20 marks</p>	20	<p>a) Experience details</p> <p>b) Documentary evidence for scope of work and contract value, along with client contact details, in the form of work order / purchase order / completion certificate from the client</p>
A4	<p>University E-governance in MSM model:</p> <p>Experience of ERP Product in executing / be in the process of executing an e-governance web-based portal/solution with workflow engine in Indian State/Central Government University on MSM model with more than 1.5 Lakh Students during the last 7 years (as on bid closing date).</p> <ul style="list-style-type: none"> • 2 mark per project (maximum 3 projects) • Additional 3 marks will be provided for each project where at least two years are successfully completed. 	15	<p>a) Experience details</p> <p>b) Documentary evidence for scope of work and contract value, along with client contact details, in the form of work order / purchase order / completion certificate from the client.</p>
B	Approach & Methodology	25	
B1	<p>Presentation</p> <ul style="list-style-type: none"> • Presentation of the capabilities and proposed solution 	25	<p>Copy of the presentation</p> <p>(To be presented on the day of the presentation)</p>

● **Only One Product**

The Bidders are strictly advised to quote the single ERP product for the University e-Governance System implementations experiences, deploying which requisite experience pertaining to this RFP is being shown. Non adherence (quoting different Products/ Solutions) will result in the said proposal being disqualified in totality.

● **Upload Manufacturer Authorization**

Manufacturers Authorization Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid, whenever Bidder is different then the OEM of the ERP product.

4.4. Commercial Proposal

1. The bidders should necessarily give the commercial details in the format given in Annexure-5 of this RFP. The commercial proposals should be given in the prescribed format only and in accordance to the details and terms and conditions as mentioned in the RFP (hence the bidder is expected to understand the RFP in all respects). In case the selected bidder does not quote for or provision for any software / any other expenses required to meet the requirements of the RFP, he shall be solely responsible for those and would be required to provide them, without any additional cost to Mohanlal Sukhadia 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 should be comprehensive and inclusive of all the services to be provided by the bidder as per the scope of his work and must cover the entire Contract Period.
3. Mohanlal Sukhadia University may seek clarifications from the bidder on the Technical Proposal. Any of the clarifications by the bidder on the Technical Proposal should not have any commercial implications. The Commercial Proposal submitted by the bidder should be inclusive of all the items in the Technical Proposal and should incorporate all the clarifications provided by the bidder on the Technical Proposal during the evaluation of the technical offer.
4. The bidder should also provide the detailed break of the Tax/Charges which bidder would be submitting to government against every transaction separately with commercial bid.
5. The Commercial Proposal shall not contain any technical information.

4.5. Validity of Proposal

The proposals shall be valid for a period of 180 days from the date of submission of Bid. A proposal valid for a shorter period may be rejected as non-responsive. In exceptional circumstances, at its discretion, Mohanlal Sukhadia University may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by email.

4.6. Corrections / errors in commercial proposal

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

4.7. Price and Information

1. The bidder shall quote for this project as per the requirements of the RFP.
2. All the prices will be in Indian Rupees.
3. The bidder should quote GST % and any other levies separately, as applicable.

4. The prices, once offered, must remain fixed and must not be subject to change for any reason whatsoever within the period of the validity of the proposal and the contract. No revision of the fee shall be made on account of any variations in costs of labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

4.8. Language

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

4.9. Conditions under which RFP is issued

1. This RFP is not an offer and is issued with no commitment. Mohanlal Sukhadia University reserves the right to withdraw the RFP and change or vary any part thereof, at any stage. Mohanlal Sukhadia University also reserves the right to disqualify any bidder should it be so necessary at any stage.
2. Timing and sequence of events resulting from this RFP shall ultimately be determined by Mohanlal Sukhadia University.
3. No verbal conversations or agreements with any official, agent, or employee of Mohanlal Sukhadia University shall affect or modify any terms of this RFP and any alleged verbal agreement or arrangement made by a bidder with any agency, official or employee of Mohanlal Sukhadia University shall be superseded by the definitive agreement that results from this RFP process. Verbal communications by Mohanlal Sukhadia University to bidders shall not be considered binding on it, nor shall any written materials provided by any person other than Mohanlal Sukhadia University.
4. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Mohanlal Sukhadia University or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
5. Until the Contract is awarded and during the validity of the Contract, bidders shall not, directly or indirectly, solicit any employee of Mohanlal Sukhadia University to leave the same or any other officials involved in this RFP process in order to accept employment with the bidder, or any person acting in collusion with the bidder, without prior written approval of Mohanlal Sukhadia University.

4.10. Right to the content of Proposal

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

4.11. Non-Conforming Proposal

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

- a) It does not comply with the requirements of this RFP.
- b) It does not follow the format requested in this RFP or does not appear to address the requirements as specified by the University.

4.12. Disqualification

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

- 1) The proposal is not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- 2) During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
- 3) The bidder qualifies the proposal with own conditions.
- 4) The proposal is received in incomplete form, received after due date, not accompanied by all the requisite documents, not accompanied by the EMD or the bidder has quoted only for a part of the project
- 5) The information submitted in Technical Proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the Contract (no matter at what stage) or during the tenure of the Contract including the extension period, if any
- 6) The Commercial Proposal is enclosed with the Technical Proposal.
- 7) The bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- 8) In case any one bidder submits multiple proposals then all such bids and bidder will be disqualified.
- 9) The bidder fails to deposit the Performance Bank Guarantee or fails to enter into a Contract within 15 Days of the date of issue of Letter of Intent or within such extended period, as may be specified by the Mohanlal Sukhadia University.
- 10) Any bid received by Mohanlal Sukhadia University after the deadline for submission of bids shall be declared late and will be rejected, and returned unopened to the bidder at Mohanlal Sukhadia University discretion.
- 11) While evaluating the proposals, if it comes to Mohanlal Sukhadia University's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this Contract as well as for a further period of four years from participation in any of the RFPs floated by Mohanlal Sukhadia University.

12) If the Technical Proposal contains any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

4.13. Acknowledgement of Understanding

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

5. Bid opening and Evaluation process

5.1. Bid Evaluation Committee

- 1 Mohanlal Sukhadia University shall constitute a Bid Evaluation Committee to evaluate the responses of the bidders.
- 2 The Bid Evaluation Committee shall evaluate the responses to the RFP (Step A and Step B) and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- 3 The decision of the Bid Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- 4 The Bid Evaluation Committee may ask for meetings with the bidders to seek clarifications on their proposals. The bidder shall submit requisite supporting documents/ certificates on the credentials. The committee may visit bidder's client site to validate the credentials/ citations claimed by the bidder.
- 5 The Bid Evaluation Committee reserves the right to reject any or all proposals entail the basis of any deviations.
- 6 Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- 7 The Bid Evaluation Committee would submit its decision to the competent authority whose decision would be final and binding upon the bidders.

5.2. Overall Evaluation Process

- 1 The bidders who fulfill all the Pre - Qualification criteria will qualify for further Technical Evaluation.
- 2 Amongst the bidders who are considered for Commercial Evaluation, the bidder scoring the highest composite score will be awarded the work as bidder at the discretion of Mohanlal Sukhadia University.

- 3 The Bid Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.
- 4 In case of a single bid, Mohanlal Sukhadia University reserves the right to accept or reject the bid on approval of competent authority at its discretion.

5.3. Evaluation – Prequalification

The eligibility criteria for only those bidders, who's Tender Fee & EMD is in order, shall be considered. The bidders will be assessed on the eligibility criteria defined in Section 4.2 of this RFP.

5.4. Evaluation – Technical

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

- The bidders' technical proposal will be evaluated as per the requirements and evaluation criteria as spelt out in Section 4.3 of this RFP. The bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.
- Proposal Presentations: The Bid Evaluation Committee may invite each qualified bidder to make a presentation to Mohanlal Sukhadia University, as per their discretion.
- Demo of Existing Similar Solution: The Bid Evaluation Committee may call for a demonstration of the similar solution. The bidder will be required to demonstrate the functionality of the solution as declared in the technical proposal.
- Please note that such a demonstration will be called before opening of commercial proposal. In the event of any deviation from the factual information provided by the bidder in technical proposal, Mohanlal Sukhadia University can reject the bid.
- At any time during the Bid evaluation process, the committee may seek verbal / written clarifications from the bidders.
- The committee reserves the right to do a reference check of the past experience of the ERP system as stated by the bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process.

5.5. Technical Score (X)

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

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

5.6. Commercial Score (Y)

The commercial offers of the qualified bidders shall be tabulated for project.

If there is a discrepancy between words and figures, the lower of the two shall prevail.

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

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

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

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

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

Composite Score for the Bidders

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

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

5.7. Special Conditions for Evaluation

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

- a) Declare the bidder whose technical score is highest, among the bidders who have secured exactly the same composite score as successful bidder, or
- b) Adopt any other method as decided by Mohanlal Sukhadia University.

5.8. Award Criteria

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

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

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

5.10. Notification of Award

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

5.11. Contract Period

The validity of the period of the Contract will be for 5 years.

Mohanlal Sukhadia University reserves the rights to extend this contract based on mutual consent for another Five (5) years subject to successful implementation and result of performance delivery.

5.12. Signing of Contract

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

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

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

5.14. Performance Bank Guarantee

1 Performance Bank Guarantee is governed for services as follows:

- a) The bidder shall provide the products and services in conformity with the requirements of the RFP, generally accepted professional and technically accepted norms relevant to such projects and to the satisfaction of Mohanlal Sukhadia University.
- b) The Earnest Money 2% deposited at the time of bid submission would be given back to the bidder on payment in favor of Comptroller Mohanlal Sukhadia University, Udaipur Rajasthan.

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

- a) The successful bidder shall at his own expense, deposit with Mohanlal Sukhadia University, a Performance Bank Guarantee as per details specified in Section 1.2 of this RFP document.
- b) The Performance Bank Guarantee should be furnished within 15 Working Days from the date of issue of Letter of Intent.
- c) The Performance Bank Guarantee may be discharged/returned by Mohanlal Sukhadia University upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- d) Mohanlal Sukhadia University shall also be entitled to make recoveries from the Performance Bank Guarantee on the following grounds:
 - Any amount imposed as a fine by Mohanlal Sukhadia University for irregularities Committed by the bidder.
 - Any amount which Mohanlal Sukhadia University becomes liable to the Government /Third party on behalf of any default of the bidder or any of his/her/their agent/ employees or staff.
 - Any payment/fine made under the order/judgment of any court/consumer forum or law enforcing agency or any person working on his behalf.
 - Any other outstanding amount.
- e) Once the amount under this clause is debited, the bidder shall reimburse the Performance Bank Guarantee to the extent the amount is debited within 15 days of such debit by Mohanlal Sukhadia University failing which it will be treated as breach of agreement and may lead to termination of agreement with forfeiture of all amounts including interest free Performance Bank Guarantee in favor of Mohanlal Sukhadia University.

6. Scope of Work

6.1. Introduction

Tendering Authority has invited this 'Request for Proposal' by virtue of e-Tendering process from reputed IT / ITeS organizations providing similar University solutions and services with proven experience in Implementing, Customizing & Maintaining e-Governance Systems. The complexity of the working environment at the university necessitates standardized process flows, online reporting, project monitoring and status updates, project planning and execution, maintaining the Student Life Cycle including Examination Management, Employee Life Cycle, College Affiliation, Academics Management, Finance and Accounting management, Administrative functions such as Inventory,

Procurement etc. which the university would like to implement as part of this envisaged University Management System to meet their requirements.

6.2. Objectives and Benefits

Tendering Authority has decided to implement an integrated web based solution which suits the needs of all stakeholders in 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 in the university to bring-in unified approach.
- Monitor research activities and funds utilization.
- Monitoring and governance of the processes.
- Analysis of budget and actual data.
- An expected solution to provide scalability options to accommodate the expected growth plan.
- Data integrity across various functions like departments, centers, administrative units, finance and accounts, etc.
- Facilitate paperless working and provide decision support mechanism.
- Automate management controls and approvals to reduce cycle time.
- Seamless integration of student information across the institute viz. integration between Admission System, Affiliated Colleges, Finance & Accounts and Examination.
- Real time reporting on the performance of the individual operating departments through dashboards and a streamlined Management Information System (MIS).
- A centralized dashboard – ad-hoc reports and MIS reports will be available for the Chancellor’s office and Vice Chancellor.

6.3. Strategic Considerations

The strategic considerations for the envisaged University Management System across the University are:

Future Expansion – The solution will be used for automating all the functions of the university and will be required to meet future expansions in terms of programs, departments, centers, scale of student intake capacity, etc.

Proven Solution – The processes across the university are moderately unique in the areas of finance, human resource, payroll, academics, examination etc. as compared to other state university practices,

but similar in some areas to the ones in public sector / government sectors in India. Keeping this uniqueness and maturity of the processes in mind, Tendering Authority intends to opt for a proven solution which has been implemented successfully in the leading Government Universities in India.

6.4. Implementation Methodology

The scope of work for implementation and methodology for the proposed system includes the following points:

Design and Development of the Project Plan

Selected Bidder will prepare a detailed project plan for the implementation at the start of the project and submit the same to **UNIVERSITY**. Project management shall aim at the continuous improvement of the implementation processes, leveraging technology solutions, incorporation of best-of-breed industry practices to maximize ease and efficiency for **UNIVERSITY** operations.

Project Management

Selected Bidder shall appoint a project manager for the engagement of project planning, tracking and monitoring, status review and reporting and quality process adherence continuously to ensure smooth and timely implementation of the proposed system at University.

Deployment of Manpower

Selected Bidder has to ensure the deployment of sufficient specialized and experienced manpower throughout the project contract period at **Universities** to complete the implementation and stabilization of the System in-time successfully.

Configuration

Selected Bidder will be responsible to configure the standard **University Management System** for Universities.

Integration Management and System Testing

Integration management and System testing will include the development of exhaustive test cases, carrying out the integration tests on these cases and necessary corrections based on test results and the feedback. Selected Bidder shall be responsible for completing the integration tests of the system with external interfaces as per the desired quality and schedule.

The data conversion testing shall also be done similarly to ensure that, after the loading of final data, the system remains stable.

Data Migration

Selected Bidder shall define all specifications needed to populate the data into the new system. Selected Bidder will be responsible for defining the templates and facilitate the migration of legacy and new data elements to the proposed system. This shall include the following tasks:

- ❖ Training and facilitating each **University's** core team.
- ❖ Assistance in Checking data quality and Integrity.
- ❖ Identification and development of the data upload/download programs.
- ❖ Guidance for creating data extraction programs in the legacy systems to convert into the format as required by the proposed system.
- ❖ Integration testing of the configured system using the populated master and transaction data.
- ❖ Assist the **University** team in Master Data management.

End User's Training

Selected Bidder, in assistance with **University**, shall conduct a training need assessment of each **University's** core team members as well as administrative users/faculty/students/staff/etc. and define a training plan. Training needs should be confirmed with the end-user community and the core team as the project progresses. Selected Bidder will be responsible to deliver the training to various users as per the training plan. Adequate training material, which includes training manuals, quick reference cards, etc., should be provided during the training sessions. The recommended training material should be in paper and electronic media with courses on the standard product fundamentals, business process overview, and job activity training.

Support during Acceptance Testing

University may choose to conduct an independent acceptance testing of the proposed system by itself. Selected Bidder will ensure to provide required and adequate support during the system acceptance duration.

Final Preparation and Go-Live

Selected Bidder will be responsible for the deployment of the proposed system at production site on Cloud and will be required to undertake the following at the Hosting sites:

- ❖ Review readiness for cutover.
- ❖ Resolve Technical and functionality related issues.
- ❖ Review the health, usage, and performance of the system until it stabilizes.
- ❖ Maintaining the interface between the legacy system and the new system during the transition.
- ❖ Documentation of the issues/problems that come up and solutions thereof.
- ❖ Final configuration/ integration, volume, and stress testing.
- ❖ Data migration.
- ❖ Switch over to the production environment.

Managed Support Services

Selected Bidder shall be responsible for the correct and satisfactory functioning of the proposed web ERP during the support duration. Selected Bidder will provide full-time support to **University** to ensure the efficient day-to-day functioning of the system. This would include, but not be limited to:

- ❖ Providing a help-desk for the resolution of queries and troubleshooting in functional and technical areas.
- ❖ Dedicated Support Portal for issue management and Tracking.
- ❖ Feedback form.
- ❖ Fixing the issues identified in the proposed system.
- ❖ Documentation of all the updates, upgrades and new releases.
- ❖ SLA Reporting and Management.

System Competency

Selected Bidder will be responsible to mentor core group team members from **University** who will be responsible for doing configuration change independently. This exercise will ensure that **University** builds in-house competencies for the smooth running of the system and day-to-day functioning to maintain the system in the long term without dependency on external consultants.

Data Security

Data /Information Security means that only relevant data should be available to authenticated persons. It additionally includes appropriate restrictions on the use of data, as well as controls to prohibit data theft.

The proposed security model should have five layers, which are Physical security, OS and Network security, Database security, Data security, and Application Security. Below mentioned are the specifications for each one of them.

❖ **Physical security**

Physical access to the on-Premise server should be restricted.

❖ **OS and Network Security**

Provide only restrictive or no access to the server over the network. Use a firewall to restricted unauthorized access from a network. Use less privileged service accounts. SQL data files, logs are stored on the windows file system to restrict access to file locations.

❖ **SQL Database Security**

Access to the SQL database should be restricted by authenticated users. The database should support two authentication mechanisms, which are, OS authentication and database Server authentication.

❖ **OS Authentication**

It should be secure for most environments.

❖ **Application Security**

The application should be designed with all inherent and desired security features.

6.5. Scope of Work

The description below is an indicative of the key requirements for various process areas for the Universities under the scope of this RFP. The bidder should refer to the key requirements but not limited to the scope of work specified in Section 6.5.2 of this RFP document. The scope covered in this RFP involves all types of courses (semester based, annual exam based etc.), all types of modes of education (Distance, Online, Classroom based etc.) and all kinds of courses (Aided, Un-aided etc.)

6.5.1. General Scope

Following are the general features required in the solution:

- Web-based application with Secure web access (e.g., https instead of http)
- The Solution should be interoperable across different platforms.
- The solution should be suitable to implement and adapt to the new education policy as released by the Ministry of Education, GoI, i.e., NEP 2020.
- Provision to use or configure the solution or related modules such as Examination, Faculty for other educational institutions like University Departments and Affiliated Colleges.
- Access with single sign-on.
- Supporting bio-metric, integrated payment gateway.
- Capability for continuous improvement and up-gradation.
- Configurability through web-interface.
- Provision for decision support mechanism.
- Facilitate paperless working.
- Workflow based process approval and archival mechanism, which should be a rule based engine and not hard coded workflow.
- Supporting digital signatures for selected high level functionaries.
- Comprehensive data and application security features.

- Adequate security provisions for preventing tampering of the software as well as data.
- Archival of information and data.
- Provision for role based access rights.
- Provision of interactive validations of data entries.
- Provision for reports generation as per requirements.
- Provision to be made for a Mobile Application for online admission and other facilities as per requirement of the university.

6.5.2. Functional Scope

6.5.2.1. Pre-Admission

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

6.5.2.2. Registration & Academics

After pre-admission activities, selected candidates should enroll in the University, student demographics should automatically be fetched from the pre-admission module. University can maintain a record of submitted documents by students, provided the document can be scanned and uploaded for future reference. System should cover complete student registration and admission processes.

6.5.2.3. Question Bank Management

This should enable the question paper setter to submit questions in the system along with the answer keys. Questions should approve by the moderator or authorized person, and saved in the Question Bank for future use.

6.5.2.4. Student Fee Management

This module should help the users to setup and define fee structure of any complexity with creation of different fee heads. Fee collection, exemption, adjustments, fine or refund activities should take care of in this module.

6.5.2.5. Self Service Portal for Student

Dedicated portal for students should help them pay their fees, view their time table and examination schedule, attendance status etc. It should be a great way to add convenience and engage with students like Publish notices, upload assignments and tutorials to enhance learning.

6.5.2.6. Student Attendance Management

Module should create an online attendance register to maintain daily attendance records. Generate subject-wise, teacher-wise or course-wise attendance reports. Track and evaluate attendance history to enforce discipline.

6.5.2.7. Hostel Management

Hostel management should maintain complete records of hostel building and property, room information and student information. It should allocate rooms online, view occupancy status, maintain a student leave register, and monitor visitors and even student activity in the hostel.

6.5.2.8. Alumni Management

The alumni management system should promote interaction among alumni and should provide newcomers to the University with valuable social and professional contacts. This module should provide a way for alumni to help each other as well as University students, who seek guidance in pursuing their education and starting their careers.

6.5.2.9. Dispatch Management

Dispatch module should maintain all the information related to received and dispatched information of examination material to exam centers.

6.5.2.10. Examination & Result (Pre)

This module should manage all processes prior to the examinations, such as online submission of examination forms, generating hall ticket, room allocation, and question paper setting. Create a panel of examiners and invigilators; create an examination schedule, Register Examination Centers for secure paper delivery and all the other activities associated with Examination.

6.5.2.11. Examination & Result (Post)

Post conduct examination module should manage all processes related to exam completion and evaluation. Get an overview of examination attendance, record and lock final marks, generate results and grade sheets, process requests for re-evaluation, tabulate results and promote students. The module should also generate degrees and certificates, and manage compartment exams, if any.

6.5.2.12. Knowledge Management

A Knowledge Management Portal should automate the Knowledge Resource Centre. It should be a place where works of knowledge existing in varied locations are integrated. This way, research papers, articles, circulars and all other educational materials should be made available through a single portal.

6.5.2.13. Convocation Management

Convocation module should provide complete functionality related to convocation in the University. Registration of students who have completed their academic programs, schedule the date, time and venue for the event, upload convocation guidelines, send SMS and email alerts to all attendees.

6.5.2.14. Placement Management

This module should manage all the activities related to Employer, Student & University. It should keep track of the Employer visits to the University, their recruitment process, previous recruitment, employer's expectations, etc. On the student part, it should enroll the students for screening, participating in the recruitment process of the company, a list of students previously selected by the employer, employer's recruitment parameters, etc.

6.5.2.15. Student Verification

It should be a global platform that enables University to perform certification of credentials online. The platform should act as a single gateway for employers, Governments, background screening companies to request verifications/certifications. The platform should allow the University and its staff to manage credential verification requests promptly and more easily. Verification Portal services should include Governments, Background screening companies on using the platform.

6.5.2.16. Dashboard & MIS (Enterprise Reporting and Analytics)

“Turning data into actionable information” Like any other organization, universities have vast repositories of data that they need to make sense of. Data analytics should provide invaluable insights into the day to day performance. Whether faced with a challenge or planning for the future, Business Intelligence solutions should help gather and analyze information for better decision making.

6.5.2.17. Financial Accounting

This module should look after all financial aspects of the University including **incomes, expenses, revenue generation, cash and bank** related transactions. This module should be linked to all those modules, which are related to revenue generation through which all transactions take place automatically without any hazard after the approval of authorized officer. This module should be **fully privileged based and password protected**. Users should be defined as per the Accounts Officer authorization. Audit of bills and expenditures should be available with this module.

6.5.2.18. Budget Management

Budget module should provide the following facilities:

- Project planning and monitoring for Plan, Non-Plan and others funds of the University.
- Should take care of the project purchase approvals, manpower planning, and fund utilization reports.
- Department-wise/ function-wise/ project-wise/ funding-wise budget estimates with automatic projections, based on specified parameters.
- Requests for budget approvals, replies and approved amount.
- Estimate and revised budget creation
- Unit/Division Wise Budget Requisition
- Consolidation of Budget Requirement of all Departments/Units/Division of University
- Creation of Estimated and Revised Budget Statements
- University Budget head wise Expenditure statement
- Fund Type Wise Income & expenditure statement
- Auto Creation of Budget Allocation Certificate
- Budget Approval
- Budget Allocation
- Budget Re-appropriation
- Location / Branch wise budget distribution

6.5.2.19. Bill Tracking System

This module should automate the various processes; functionalities, which form part of the Bill Processing System within the University. These processes range from FVC Bill, Standard Bill, Guest Faculty Bill, Bonus Bill, Income Bill, SO Approval (Unit) Approval, Treasury bill Received, Scroll No Allotment, DA Bill Approval, SO Bill Approval, Treasury bill Approval, Standard Bill Posting, Salary/Arrear/PL/Pension Bill Posting, Income Bill Posting etc.

6.5.2.20. Recruitment Management

This module should manage all aspects of University recruitment process (for teaching/ non-teaching staff). Publishing job openings, receiving online applications, screen applicants, conduct interviews, award grades and generate merit list. Send email notifications or SMS alerts to shortlisted candidates. Job openings should be linked with the website to increase visibility.

6.5.2.21. Employee Establishment Management

This module should maintain past employment history of new employees (Teaching/Non-teaching Staff) joining. It should store their demographic details, educational qualifications, family and emergency contact details and nominee details in a completely secure environment. Maintain a detailed service book (e-service book) with information related to increments, promotions, transfers, superannuation and benefits.

6.5.2.22. Payroll

This module should manage University's entire payroll process and other HR activities. System should create any number of salary heads, dynamic salary formulas, generate salary slips, credit salary to bank, calculate arrears, salary increments and compute tax. Salaries should be processed after considering factors such as attendance, leave, loans, PF deductions etc. Customized MIS reports should be generated at any stage.

6.5.2.23. Employee Self Service Portal

A dedicated portal for employees should allow them to complete various tasks such as apply for leave, generate salary slips, apply for loans, and buy insurance.

- Access Demographic details.
- Employee qualification details.
- Employee previous work experience details.
- Earning-Deduction details.
- Employee dependent details.
- Loan / Advances details.
- Insurance details.
- Employee should be able to generate Salary reports like salary slip, salary register, earning register, deduction register and arrear register.

6.5.2.24. Leave Management

This module should manage all types of leaves availed by employees. Record details such as type of leave availed, assign leaves; carry forward leaves and record LTC leave details. Accept leave applications, give approvals, and manage leave encashment.

6.5.2.25. Pension Management

This module should maintain the details of all those employees who are retired from their service. It should maintain all kinds of pension given to the retired employee whether it is a normal pension or family pension, which is given to his/ her dependents after employee death.

6.5.2.26. Stores & Purchase

This module should automate the procurement and inventory part of the University. It should follow the process where once purchase order has been generated then the material will be taken in after the physical inspection. Once the material has been taken in then it can be issued either on the production floor or department or even to individuals. All the processes of store should be automated.

6.5.2.27. GPF Calculations

This module should maintain the records related to GPF/CPF deductions from the employee's salary. It should also take care of all records related to provident fund like GPF number, nominee of an employee, annual interest calculations, loans and refunds against GPF/CPF etc.

6.5.2.28. RTI Cell Management

RTI module should cover management of entire RTI process starting from the Online submission of application by citizen & response to such query by concerned department, online processing of requested application, Forwarding of application to appropriate department, auto escalation of application through defined escalation process. It should also send reminders to departments who have not responded back on application in given time.

6.5.2.29. Affiliation Management:

This section should keep records of affiliate colleges, particularly regarding their affiliation status, whether permanent or temporary. List the courses offered under the affiliation and set fee structure. An affiliation portal for colleges should enable them to apply for a new affiliation or renew existing affiliations.

6.5.2.30. Legal Cell Management

The module should reduce the administrative effort that is spent in keeping track of legal matters. Get access to all information related to any legal case, lawyer and court details, case registration details, hearing schedules etc. Generate MIS reports and get updates on the status of a case instantly.

6.5.2.31. Guest House Management

This module should help the University to manage all activities of Guest House establishments. This module should include features like Room Management, Booking requisition for classroom/cabin/conference room/guest house, Bed record, online reservation, and room status, Billing of bookings for guests, etc.

6.5.2.32. E-Compendium & Faculty Profile Management.

This module should take care of complete records Management of University Faculty Members. Personal Profile, Research paper, Conferences, Journals, proceedings, Books and Monographs, Chapter In books, Position held/Visit Abroad, Collaborations/Extension Lectures, Awards/Membership/University Corporate List. Different MIS should be generated by Faculty/Department/University wise.

6.5.2.33. Mobile Apps (for various stakeholders)

Mobile App for various Stakeholders of University like Employees and Students. Automation software should be provided with relevant services on mobile and handheld devices. E.g.

Students Can:

- ❖ Profile Access
- ❖ Fee details info
- ❖ Attendance info
- ❖ Course Teacher Communication
- ❖ Access University's Notices etc.

Employee Can:

- ❖ Access Profile & Demographics Details
- ❖ View Salary Slips
- ❖ Access Loan and Advance
- ❖ View Pending & Approved Bills
- ❖ Leave details
- ❖ Student Communication etc.

6.5.2.34. Choice Based Credit System

This Module should facilitate the implementation of the Choice Based Credit System (CBCS). Students should choose their core subjects and should be free to pick electives from any other subject group, in accordance with CBCS guidelines issued by the UGC and MHRD.

6.5.2.35. Grievance Management

This module should help the University to handle complaints in a transparent, efficient way. Accept complaints online, forward to relevant HOD/department, auto-generation of complaint number makes tracking easier, send reminders for grievance redressal, and may keep the identity of the complainer secret. The module should also aid planners to avoid future recurrence of the event.

6.5.2.36. e-Learning Management System:

Running online diploma/certificate courses so that the student (including students from outside India) can attend the lectures and do the certification/diploma without visiting the University campus.

Add-on Systems, which may be additionally required to the Universities

1. **Library Management System:** Automation of University Libraries with RFID based check-in, checkout, security gates & OPAC (Online Public Access Catalog).
2. **Smart Classroom Solution:** Equip University classrooms with integrated projector and smart class devices(all in one form factor) for interactive learning and better education experience.
3. **On-Screen-Evaluation:** Digitization of answer Scripts, online-onscreen evaluation by Examiner, auto tabulation of marks, fast results by overcoming transportation, totaling, result delay, wrong marks feeding issues.
4. **Document Management System:** Digital repository of University documents. Sharing & collaboration among employee staff as per employee authorization.

5. **Construction Management:** Land record, Project mgmt., BOQ, Supplier/Vendor mgmt., Project planning & tracking, project progress/status report, budget vs expense, integration with Finance module.
6. **IVR based Call Center:** Multilingual Interactive Voice Response, Toll-free number, 2-4 seater call center, inbound/outbound calls, call recording, Daily call report.
7. **GPS based Vehicle Tracking:** Installation of GPS devices in University vehicles to track the movement on Map.
8. **Computer Based Test/Exams (CBT):** Organizing online computer base MCQ exams for department exams, admission entrance or recruitment exams.
9. **Real-time Accessibility of key trends for Governor Office**
 - Dynamic Dashboards
 - Category wise/gender wise student status
 - Grant & Expenditure Status in Govt. Colleges
 - Real-time Information on Student attendance
 - Real-time Grant Allocation Vs. Expenditure Details
 - Real-time Admission Status
 - Real-time Examination & Result Status
 - Teaching/ Non- teaching Staff details
 - Sanctioned, Filled & Vacant Post Details
 - Employee Attendance Details.
 - Details of Affiliated/ Govt. colleges etc.

6.5.3. Help Desk Support (Incident / Problem Management)

1. The bidder would be responsible for providing at least a 2 seater Help Desk Support at the University, which can be extended to at least 4 seats as per requirements.
2. The help Desk should be functional on all working days as per University working hours.
3. The application should generate detailed reports on status of the complaints logged.
4. The Help Desk shall guide the university stakeholders as well as applicants on effective usage of the system.

6.5.4. Training

The successful bidder must provide the training and online help pages for all the official users of the University.

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

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

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

6.5.5. On-Site Support

The Bidder shall provide On-site resource deployment plan for the proper functioning of the University Management System for the University.

6.6. 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 a web-based application based on multi-tier architecture.
- b) The system's development environment and databases should not restrict the concerned department from using the application or data in any future applications.
- c) The application should be interoperable, portable and scalable towards applications, services, interfaces, data formats and protocols.

- d) The solution should be browser independent.
- e) The portal shall be accessible through mobile and other handheld devices like Pad/iPad, tablets etc. and the pages shall adjust suitably as per the device.

6.7. 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 application must comply with OWASP top 10 vulnerabilities

6.8. Hosting and Maintenance

- a) It is the responsibility of the bidder to host the solution at one of the secured Data Centre/Cloud Services.
- b) It should be noted that the bidder is expected to bear the costs for hosting the application as per University requirements.
- c) All the data created/captured under this project shall be the property of the University.
- d) The bidder should adhere and comply with all related Government policies with regards to hosting, released from time to time.
- e) Bidder will also be responsible to provide adequate capacity latest chipset and dual Intel Xeon processor based rack Server with 6TB storage and related infrastructure to provide and host a mirror copy of UMS application and database in University premises. This setup will be maintained by the successful Bidder and bidder will be responsible to keep the latest database of the Universities on a regular interval as approved by the respective Universities.

7. Service level Agreements (SLA)

SLA will be provided after finalization of the successful bidder along with the Letter of Intent (LoI).

8. Annexures

Annexure - 1: Request for Clarification

The bidders requiring specific points of clarification may communicate with **MOHANLAL SUKHADIA UNIVERSITY** during the specified period using the following format:

BIDDER'S REQUEST FOR CLARIFICATION

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

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

Annexure – 2: Guidelines for preparation of Pre-Qualification Proposal

1. Annual Turnover Details of the Lead Bidder

S. No.	Years	Turnover Details (in Rs.)
A	2020-2021	
B	2019-2020	
C	2018-2019	

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

Annexure – 3: Guidelines for Preparation of Technical Proposal

1. A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. In case the bidder edits the content of the proposal covering letter; it will be treated as a non-responsive bid and shall be rejected.
2. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's technical solution meets the requirements specified in the RFP. The technical proposal may not contain any pricing information. In submitting additional information, the bidder should mark it as supplemental to the required response.
3. The proposals must be direct, concise, and complete. Any information, which is not directly relevant to this RFP shall be omitted. University will evaluate the bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
4. The bidder shall fill in the technical response as per the template provided Annexure - 4 failing to which, the bid shall be treated as non-responsive and shall be rejected.

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

(To be submitted on the letterhead of the bidder)

Date:

To
The Comptroller,
Mohanlal Sukhadia University
Udaipur (Raj) – 313 001.

Ref: RFP Notification number

Subject: Submission of proposal in response to the RFP for Appointment of an Agency for Implementing, Customizing & Maintenance of a University Management System in Tendering Authority.

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification number.....to for Submission of proposal in response to the RFP for Appointment of an Agency for Implementing, Customizing & Maintenance of an University Management System in Tendering Authority.

1. We have read the provisions of the RFP document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
2. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of opening of financial proposals.
3. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
4. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
5. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
6. We understand you are not bound to shortlist/accept any or all the proposals you receive.

Name of the Bidder

Signature:

Date:

Place:

Annexure – 5: Format for Commercial Proposal (Step B)

(To be submitted on the letterhead of the bidder)

To
The Comptroller,
Mohanlal Sukhadia University
Udaipur (Rajasthan) – 313 001.

Subject: Submission of proposal in response to the RFP for Appointment of an Agency for Implementing, Customizing & Maintenance of University Management System at Tendering Authority.

Dear Sir,

We hereby offer the below quote for University Management System to be implemented at Tendering Authority (As per terms and conditions as described in this RFP).

A. Universities with more than 60,000 Students strength will go for Managed Services engagement on per student basis.

S. No.	Modules Name	Perpetual License cost of UMS Modules wise Pricing (INR) Exclusive of Taxes (C1)	Perpetual License Cost, MS Operating System, MS SQL and Server Hardware including 6TB Storage Per University (INR) Exclusive of Taxes (C2)	Managed Service Cost Per Student Per Year (INR) Exclusive of Taxes (C3)	Managed Service Cost Per Student Per Paper Exam, for ATKT/Backlog/Improvement/Ex Students (INR) Exclusive of Taxes (C4)
1	Pre-admission				
2	Fee Management				
3	Academic & Enrollment				
4	Student Self Service Portal				

5	Hostel Management				
6	Student Attendance Mgmt.				
7	Question Bank Mgmt.				
8	Choice Based Credit System				
9	Examination Pre-Conduct				
10	Examination Dispatch Mgmt.				
11	Examination Post-Conduct				
12	Convocation Management				
13	Placement Management				
14	Alumni Management				
15	Student Verification Mgmt.				
16	Affiliation Mgmt. System				
17	Budgeting Management				
18	Bill Tracking System				
19	Financial Accounting				

20	Establishment				
21	Leave Management				
22	Employee Self Service Portal				
23	GPF Management				
24	Pension Management				
25	Stores and Purchase				
26	Recruitment				
27	RTI Cell Management				
28	Legal Cell Management				
29	Guest House Management				
30	Grievance Management				
31	E-Compendium & Faculty Profile Mgmt.				
32	Knowledge Mgmt. Portal				
33	Dashboards & MIS (Monitoring & Tracking)				
34	HRMS & Payroll				
35	Mobile Apps for employees				

36	Mobile Apps for Students				
Proposed UMS Services					
1	Fictitious Roll No. Generation				
2	Examination (Pre & Post) Material Printing				
3	OMR Scanning (Award Sheet)				
4	Revaluation data list generation				
Proposed UMS Print & Material Job work Examination Material (Pre & Post Examination)					
Pre- Exam material					
1	QP Stats. Report				
2	Attendance Sheet				
3	Admit Card				
4	Roll List				
5	Dispatch Challan				
6	Award Sheet				
Post- conduct					
1	Stats. Reports				
2	Tabulation Register (TR)				
3	Grade Sheet				
4	Merit List				
5	Result Performa				
6	Various Certificates (like migration, eligibility, provisional)				
Total Cost		C1 Total=	C2 Total=	C3 Total=	C4 Total=

OPTIONAL ADD-ON MODULES/SYSTEMS

Cost of Modules and Services listed in Optional add- on Modules/Services may not be taken by any/all the Universities.

S. No.	Modules Name	Perpetual License cost of UMS Modules wise Pricing (INR) Exclusive of Taxes	Managed Service Cost Per Student Per Year (INR) Exclusive of Taxes
1	e-Learning Management System		
2	Library Management System		
3	On-Screen-Evaluation System including required Hardware for up to 10,000 Students (Multipliable for more number of Students in a slab of 10,000 students)		
4	Document Management System		
5	Construction Management System		
6	IVR (Interactive Voice Response) based Call Center Software and Services for 2-4 Seats		
7	GPS (Global Positioning System) based Vehicle Tracking System Software and Services		
8	Computer Based Test/Exams (CBT) for Min. 10,000 students (per student)		
9	CMS (Content Management System) based Dynamic Web portal for University		

S.NO.	ITEM	TOTAL RATE (Excluding Taxes)
1	RFID tags (1000)	
2	Security Gate (1), Checkin-Checkout Terminal (1) and Handheld RFID Reader (1)	
3	IVR based call center (2 Seats Expendable to 4 Seats) Hardware	
4	One Smart Class integrated hardware with 3000 Lumens LED Projector, I5 Processor, 4GB RAM and 500 GB HDD	
5	Vehicle Tracking System Hardware (Per vehicle)	

B. Universities with less than 60,000 Students strength will opt for one-time implementation services.

Cost of Perpetual ERP modules and other products will remain same as above unless bidders are offering the reduction in price. Bidders may wish to offer some additional discount for the Universities falling in this category, having less than 60,000 Students.

Universities in this group may opt for select modules also from the above.

Please offer the uniform discount for each module in percentage %

S. No.	Item	Unit Price (Rs)
1	Implementation Cost per module (Per Module Cost)	
2	Customization Charges Per Man Month (for the efforts in Change Request Process or in additional functionalities as per Gap Document) One man month consist of 160 Hrs. efforts of one manpower resource	
3	Handholding Per Man Month	
4	Training Costs Per Man Month	
5	Certified Data Entry Operator for Data Entry on IUMS (Per Resource)	
6	Hosting of IUMS Application on Data Center/Cloud (Per Annum)	
7	Data Migration Support (Per Resource Person)	
8	Digitization & Archiving of old Records (per page A4 size)	
9	AMC Per Annum (% of Module Cost)	

Note:

- No other cost will be paid to the bidder, apart from the ones mentioned above.

Yours faithfully,

Authorized Signatory Name & Designation:

Date:

Seal:

Business Address:

ANNEXURE – 6 : FORMAT FOR PERFORMANCE BANK GUARANTEE

Whereas ----- (hereinafter called 'the Respondent') has submitted its proposal dated ----- in response to the RFP for appointment of an Agency to Implement, Customize & Maintain University Management System at Tendering Authority.

KNOW ALL by these presents that WE ----- of -----

----- Having our registered office at -----
----- (hereinafter called "the Bank") are bound unto the **MOHANLAL SUKHADIA UNIVERSITY**, in the sum of ----- for which payment well and truly to be made to the said, the Bank binds itself, its successors and assigns by these present.

Sealed with the Common Seal of the said Bank this -----day of -----2021.

The Conditions of this obligation are:

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

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

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

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

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

ANNEXURE - 7: POWER OF ATTORNEY

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

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

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

For _____

Name:

Designation:

Date:

Time:

Seal:

Business Address:

Accepted,

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

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, lay down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney shall be provided on Rs.500/- stamp paper.

(8) Payment Terms:

- (1) No advance payment will be made.
- (2) 100% payment for the cost of licenses without number of users limitation shall be paid against delivery of perpetual license for Software, in the name of University.
- (3) Licenses provided under this project for the University should be sufficient to be deployed on-Premise Server as well as on the Cloud/datacenter.
- (4) 80% payments shall be made for hardware, against delivery and remaining 20% will be payable on successful installation (installation and commissioning)of the supplied hardware.
- (5) MSM Services Payment shall be made quarterly for the number of students for managed service model as per the rate mentioned. This will be applicable from the date of deploying the application on Cloud/datacenter and Server at University.
- (6) Taxes as applicable shall be paid extra.

(9) Tenure of the project:

The tenure of the project will be of 5 years and may be extended with mutual agreement. Rates quoted for the Services under this project will remain effective for the entire contract duration of 5 years.

AGREEMENT FORMAT

(To be executed on a non-judicial stamp of Rajasthan state @ Rs. 1000)

An agreement made thisday of
between herein after
called as „the Supplier“), which expression shall, where the context so admits, be deemed to include his
heirs successors, executors and administrators of the one part and the **Comptroller Mohanlal Sukhadia
University, Udaipur** herein after called „the Procuring Entity“ which expression shall, where the context
so admits, be deemed to include his successors in office and assigns, of the other part.

WHEREAS the Procuring Entity invites Bids for certain Goods and Related Services, viz.

.....
and has accepted a Bid by the Supplier for the supply of those Goods and Related Services for the
sum of (Amount in figures and words)
(Hereinafter “the Contract Price”).

NOW THIS AGREEMENT WITNESSTH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
2. The following documents shall be deemed to form and be read and construed as a part of this Agreement, viz.
 - (a) The Procuring Entity’s Notification to the Supplier of Award of Contract;
 - (b) The Bid Submission Sheet and the Price Schedule including negotiated price, if any, submitted by the Supplier;
 - (c) The Special Conditions of the Contract;
 - (d) The General Conditions of Contract;
 - (e) The SCHEDULE OF Supply;
 - (f) Instructions to Bidders;
 - (g) The Notice Inviting Bids

In the event of any discrepancy or inconsistency within the Contract, the documents shall prevail in the order listed above

3. In consideration to the payments to be made by the Procuring Entity to the Supplier as indicated in this Agreement, the Supplier hereby covenants with the Procuring Entity to provide the Goods and Related Services and to remedy defects therein in conformity in all respects with the provisions of the

Contract.

- 4. The Procuring Entity hereby covenants to pay the Supplier in consideration of the provision of the Goods and Related Services and the remedying of the defects therein, the Contract Price or such other sum as may become payable under the Provisions of the contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of the Central and the State Government on the day, month and year first mentioned herein before.

Witness 1

Signed by:

(for the Supplier)

Name.....

Designation.....

Address.....

.....

Witness 2

Signed by:

(for the Procuring Entity)

Name.....

Designation.....

Address.....

.....

Special Terms and Conditions

1. The Bidder will be required to upload following documents :
 - (a) Scanned copies of Tender Fee, Processing Fee and EMD ;
 - (b) Brief Overview about the Bidder and their business (Max. Two Pages);
 - (c) Documents to prove eligibility/Qualify of the Bidder for submission of Bid;
 - (d) Technical Bid form with supporting documents as mentioned in it ;
 - (e) Financial Bid as per format;
2. The Comptroller, Mohanlal Sukhadia University, Udaipur reserves the right to accept any tender, not necessarily the lowest, reject any tender without assigning any reason and accept any tender for all or any one or more items for which tender has been submitted.
3. The Tenders must be submitted strictly in accordance with the conditions of the tender and all the enclosures (duly signed and stamped) must be attached along with the tender as demanded, at the time of uploading the tender otherwise the Tender may be rejected.
4. The contract can be repudiated at any time by the Comptroller, Mohanlal Sukhadia University, Udaipur if the work is not executed in time and /or to the satisfaction after giving an opportunity to the contractor.
5. All legal proceedings which may arise relating to this contract shall be Subject to the Jurisdiction of the appropriate court situated in Udaipur only.
6. The Tenderers should not quote their own (means counter) conditions while submitting the tender. Any counter condition or counter proposals submitted by the tenderers will not be considered at all and his tender shall be liable to rejection. The firm intending to get their counter or extra conditions accepted, should not submit the tender and when once the tender is submitted it will be construed that the tenderer agrees to all the terms and conditions of the tender.
7. The firm shall be required to preserve the data till instructions to this effect are given by the University in this regard.
8. The Income Tax and GST will be deducted from the bill OR as per Central /State Govt. Rules at the time of payment by the concerning DDO's.
9. No previous earnest money will be adjusted against this tender.
10. The provisions of RTPP Act, 2013 and rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the bidding document with the RTPP Act, 2018 (second amendment) and Rules there to (amended upto 25- 07- 2019), the later shall prevail.

COMPTROLLER

MOHANLAL SUKHADIA UNIVERSITY, UDAIPUR

I/we hereby declare that I/we read carefully all the above mentioned Special Terms & Conditions and I/we Agree to confirm the above terms/conditions.

Place : _____

Date : _____

SIGNATURE OF THE TENDERER

With his Firm's Rubber Stamp

Annexure A : Compliance with the code of Integrity and No Conflict of Interest

Any person participating in a procurement process shall –

- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process ;
- (b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c) not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly , to any party or to its property to influence the procurement process;
- (f) not obstruct any investigation or audit of a procurement process;
- (g) disclose conflict of interest , if any ; and
- (h) disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-

The bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligation, or compliance with applicable laws and regulations.

i. A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:

- a. have controlling partners/shareholders in common; or
- b. receive or have received any direct or indirect subsidy from any of them; or
- c. have the same legal representative for purposes of the Bid; or
- d. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
- e. the Bidder participates in more than one Bid in a bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all Bids in which the bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
- f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specification of the Goods, works or Services that are the subject of the Bid; or
- g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/ consultant for the contract.

Annexure B : Declaration by the Bidder regarding Qualifications:-

Declaration by the Bidder

In relation to my/our Bid submitted to for procurement of..... in response to their Notice Inviting Bids No Dated..... I/we hereby declare under section 7 of Rajasthan Transparency in public Procurement Act, 2012, that:-

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/ our obligation to pay such of the taxes payable to the union and the State Government or any local authority a specified in the Biding Document;
3. I/ we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our Qualification to enter in to a procurement contract within a period of three years preceding the commencement of this procurement process. Or not have been otherwise disqualification pursuant to debarment proceeding;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

Date: _____ Signature of bidder
 Place: _____ Name : _____
 Designation : _____ Address : _____

Annexure C : Grievance Redressal during Procurement Process

The designation and address of the First Appellate Authority.....

The designation and address of the second Appellate authority is.....

(1) Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued there under, he may file an appeal to first Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceeding:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

(2) The officer to whom an appeal filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavor to dispose it of within thirty days from the date of the appeal.

(3) If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the first Appellate Authority, the Bidder or prospective bidder or the procuring Entity, as the case may be, may file a second appeal to second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(4) Appeal not to file in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely :-

- (a) determination of need of procurement;
- (b) provisions limiting participation of Bidders in the Bid process;
- (c) the decision of whether or not to enter into negotiations;

- (d) cancellation of a procurement process;
- (e) applicability of the provisions of confidentiality.

(5) Form of Appeal

- (a) An appeal under para (1) or (3) above shall be in the annexed form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

(6) Fee for filing appeal

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- (b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or second Appellate authority, as the case may be, shall , -
 - (i) hear all the parties to appeal present before him; and
 - (ii) peruse or inspect documents, relevant records or copies there of relating to the matter.
- (c) After hearing the parties, perusal or documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- (d) The order passed under sub-clause (c) above shall also be placed on the state public procurement portal.

Annexure D : Additional Conditions of Contract

1. Correction of arithmetical errors

Provided that a financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- i. if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed

2. Procuring Entity's Right to vary Quantities

(i) At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed twenty percent, of the quantity specified in the Bidding Document. It shall be without any change in the unit prices or other terms and conditions contract.

(ii) If the procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensations except otherwise provided in the Condition of Contract.

(iii) In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be Recovered from the Supplier.



No.: MLSU/E-Tender/2021-22/ 740

Dated: 27-09-2021

NOTICE INVITING E-BID

One single stage online unconditional Bids under Two-Cover system are invited for the procurement of Request for Proposal (RFP) for Implementation & Maintenance of University Management System at MLSU (Total estimated cost **25 Crore**) . The details may be seen in the Bidding Documents on the website <https://eproc.rajasthan.gov.in>, <https://sppp.rajasthan.gov.in> or University website www.mlsu.ac.in

NIB Code	UBN No-
SUU2122A0045	SUU2122SLRC00070

COMPTROLLER



E-TENDER NOTICE

One single stage online unconditional Bids under Two-Cover system are invited for the procurement of Request for Proposal (RFP) for Implementation & Maintenance of University Management System at MLSU (Total estimated cost **25 Crore**) . The details may be seen in the Bidding Documents on the website <https://eproc.rajasthan.gov.in>, <https://sppp.rajasthan.gov.in> or University website www.mlsu.ac.in

Sr. No.	Particular	Estimated Cost Rs.	Tender Fees Rs.	EMD Rs.
1.	Implementation & Maintenance of University Management System at MLSU	25 Crore	5000/-	2% of Estimated Cost

COMPTROLLER