

# UNIVERSITY OF NORTH BENGAL

Office of the Registrar



ENLIGHTENMENT TO PERFECTION

**Notice Inviting e -Tender**

e-Tender is invited from reputed Vendors for Implementation of Automation Solution for Admission Management, Students Registration Management, Examination Management and Analytics through completely Business process outsourced model and Managed service Model in the University of North Bengal, Rajarammohunpur Campus. For details please visit <https://wbtenders.gov.in> (Tender ID-2017\_DHE\_109909\_1)

Advt. No. 11/R-2017 Dated: 25.04.2017

**Registrar (Officiating)**

# University of North Bengal



P.O. Raja Rammohunpur  
Dist Darjeeling  
Pin 734013

## **Notice Inviting e-Tender- 11 / R-2017**

E-Tender is invited for reputed Agency for Implementation of Automation Solution for Admission Management, Students Registration Management, Examination Management and Analytics through completely Business process out sourced model and Managed service Model in the University of North Bengal, Rajarammohunpur Campus. For details please visit <http://wbtenders.gov.in>

**Date: 25.04.2017**

**Issued by: The Registrar (Offg.)**

### **Disclaimer**

1. This RFP document is neither an agreement nor an offer by University of North Bengal (NBU) to the prospective bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.
2. NBU does not make any representation or warranty to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for NBU to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by NBU in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. Each prospective bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.
3. NBU will not have any liability to any prospective bidder or any other person or firm under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Contract, the information and any other information supplied by or on behalf of NBU or their employees, any bidder or otherwise arising in any way from the selection process for the Project. NBU will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon any statements contained in this RFP.

4. NBU will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that NBU is bound to select a bidder or to appoint the selected bidder, as the case may be, for the services and NBU reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. NBU also reserves the right to withhold or withdraw / cancel the process at any stage with intimation to all who submitted the proposal to this RFP.
5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NBU accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. NBU reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of NBU.

### Bid Sheet and Key Dates

S. No.	Information	Remarks/ Date
1.	About the Assignment	Cloud based Admission, Registration & Exam Management Automation
2.	Name of the Tender Inviting Authority	Registrar (Offg.), NBU
3.	Cost of Bid Document (Tender Fees)	Rs. 10,000/-
4.	Earnest Money Deposit(EMD)	Rs. 2,00,000/-
5.	Proposal validity period	90 days
6.	Date for Release of Request for Proposal (RFP)	25.04.2017
7.	Last date for Submission of written queries for clarifications	05.05.2017
8.	Contact person for queries	Registrar Tel no. 0353 2776313 E mail id – regnbu@nbu.ac.in
9.	Date for responses to the queries	05.05.2017
10.	Date for Pre bid Meeting (optional)	Will be communicated as and when required
11.	Last date for Submission of bids	09.05.2017 at 2.00 p.m.
12.	Addressee and address at which bid is to be submitted	www.wbtenders.gov.in
13.	Opening of Technical Proposals	11.05.2017 at 2.30 p.m.
14.	Technical Presentation and Demo of Product (optional)	Will be communicated as and when required
15.	Opening of Financial Proposals	To be communicated after opening of Technical bid.
16.	Work shall be commenced within 3 weeks from the date of issue of work	

order.
--------

The Document is non-Transferable. In case a Holiday is declared on the day of the event, the same will be held on the next working day at the same time and same venue.

## List of Abbreviations

S No	Abbreviation	Description
1.	NBU	University of North Bengal
2.	RFP	Request for proposal.
3.	UG	Under Graduate
4.	PG	Post Graduate
5.	BOQ	Bid of Quantity

## 1. NBU Program Requirements

### 1.1. About NBU

<<to be added as per customer>>

### 1.2. Program Overview

NBU intends to venture in the field of admission and exam management automation for its UG, PG and law programs. NBU is looking for a web based comprehensive and integrated automation system for its admission, student management and examination management processes that runs on a cloud infrastructure. It is intended that the system will provide automation in line with Government of India's Digital India Mission and official activities are carried out in a paperless, quick, easy and effective manner and at the same time it brings greater transparency and accountability.

There are about 47 affiliated colleges, where close to 48,000 thousand students take admission for various UG courses and about 3 thousand students take admission to PG courses every year.

The system should be equipped with modern technologies such as Cloud Computing, Online Payment Gateway and Auto SMS/Email. The system should provide secure, accurate and timely information to all users at all levels for better information and decision making.

The objectives of the automation are to facilitate student related services such as Admission (PG and UG courses preside in NBU Campus) & Registration (PG of other University Students and UG ) of Students, exam applications, fee payment, in a more secure and error free manner. It should improve transparency and accountability in various processes followed at NBU and assist us to comply Government mandate.

In this context, NBU intends to select a firm by issue of Request for Implementation of Examination Management Software that is hosted on a Cloud, under "Software as a Service (SaaS)" model. The Respondent is invited to submit a Technical Proposal, along with Commercial Proposal. These Proposals will be the basis for hiring of firm for implementation of the system. The contract will be valid for a period of 5 years and can be extended on mutual consent of both organizations along with price escalation as agreed. For the duration of five years (tenure of the contract), NBU intends to run the application in a 'Managed Services' model implying that the vendor will deploy manpower to Implement and Manage the system across all the operational processes. Scope of responsibility of vendor will be configuration of the system to make it ready for use, while the NBU be responsible for entering transactions in the system.

## 2. Instruction to Bidders

### 2.1. General Instructions

1. Bidders are advised to study the RFP document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP Document with full understanding of its implications.
2. Tender Paper shall be downloaded from <http://wbttenders.gov.in> portal. A sum of **Rs. 10,000/-** shall be deposited to the following mentioned account of the University towards the cost of tender paper failing which tender paper will be treated as cancelled.

Name of the A/c : N.B.U (S/B).  
Account Number : 10195736768  
IFSC Code : SBIN0002096

3. A sum of **Rs. 2,00,000/-** shall be deposited to the above mentioned account of the University through RTGS as earnest money and the copy of receipt challan of RTGS with UTR number shall be accompanied with the technical bid document (Non-Statutory Documents) failing which the tender paper will be treated as cancelled. The earnest money of the unsuccessful bidder (s) will be refunded without interest after one month of the opening of tender paper and the same of the successful bidder (s) will be refunded without interest after three months of the satisfactory installation of the software subject to redressal of compliant, if any.
4. The RFP documents is not transferable.
5. NBU reserves the rights to reject any or all the bidders without assigning any reasons.
6. Validity of the bid and all offers are 90 days from last date of submission of the bid.

**Note:** NBU shall not be responsible for delay about non-submission of the documents. All late bids/ incomplete bids would be rejected outright.

### 2.2. Documents for Submission by Bidder

The bid document prepared by the bidder shall comprise of components mentioned below.

### **2.2.1. Technical Bid documents**

Technical Bid shall consist minimum of the following. Bidder may give more information as per its understanding.

1. Cover documents (as per **Form 1**)
2. Documentary proof of qualifying the eligibility criteria by the firm.
3. Documentary proof of the technical information for technical evaluation.
4. BidderDetails sheet duly filled in, signed and complete in all respects. (as per **Form 2**)
5. All proposals must be accompanied by **Tender Fee** of Rs. 10,000/- through RTGS" failing which the bid will be rejected.
6. All proposals must be accompanied by an **Earnest Money Deposit (EMD)** of Rs. 2,00,000/- through RTGS", failing which the bid will be rejected.
7. Functional and Technical Compliance Sheet as per **Section 7 and 8**
8. Technical Architecture of the offered software solution.
9. Detailed break-up of the technical scope of work and post implementation Support plan (as per **Form 3**)
10. Relevant (similar scope of services have been implemented)project experience as per **Form 4**
11. Specify the roles and responsibilities of the project team members. And brief out the details in terms of their roles and responsibilities as per **Form 5**.
12. Specify the technical details of all deliverables as **annexure-I**

### **2.2.2. Commercial Bid document**

Commercial Bid as per BOQ.

### **2.3. Procedure for Submission of the Bid.**

1. Selection of the Agency will be made on the basis of both technical and financial bids. Technical bids and financial bids shall be submitted by online only. Offline submission of tender paper will not be accepted.
2. The firm shall have to qualify the eligibility criteria on the basis of documents to be submitted in Technical Bid for further shortlist for implementation.
3. Each copy of the bid should be a complete document with Index & page numbering.
4. The last date of online submission of the tender form is upto 11.05.2017 at 11.00 a.m. and to be opned on 11.05.2017 at 5.00 p.m.
5. The Tenderer may remain present at the opening of tender.

### **3. Key RFP Terms and Conditions**

#### **3.1. Cost of Bidding**

1. The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
2. The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's risk and may result in the rejection of the bid.

#### **3.2. Amendment in Tender Document**

1. The bid inviting authority reserves the right to either modify, alter, add or remove any part or full RFP without assigning any reason. The same shall be uploaded in the NBU web site and Govt. portal [www.wbtenders.gov.in](http://www.wbtenders.gov.in) . Therefore the interested bidders are requested to check the latest corrigendum released by NBU in this respect.
2. The inviting authority may feel necessity to change the submission date and time at their own convenience, therefore it is even more important for the interested bidders to check the NBU web site and the Govt. portal ([www.wbtenders.gov.in](http://www.wbtenders.gov.in)) regularly to get the updates related to this tendering process.
3. No individual claim in these regards shall be taken in to consideration.

#### **3.3. Key Contract Terms**

##### **3.3.1. Arbitration**

1. All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.
2. Any dispute not resolved by mutual consultations shall be settled through arbitration by arbitrator duly appointed by the parties as per the Arbitration and reconciliation act in force and amendments from time to time. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Siliguri, West Bengal.

##### **3.3.2. Proprietary Rights**

All rights, title and interests in and to the Services Environment and any other material used by bidder in the provision of the Services shall exclusively belong to BIDDER or its licensors ("BIDDER Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the BIDDER Proprietary Material and all modifications, improvements, enhancements, or

derivative works made thereto, shall always belong to BIDDER or its licensors and the Institute shall not be entitled to claim any rights therein. All rights, title and interests in the NBU Data shall always remain with the NBU. However, BIDDER shall have the right and license to use the NBU Data for support, testing and product enhancement purposes with permission from NBU. NBU agrees that BIDDER shall have the right to list the NBU's name in its marketing material and use NBU logo with respect to such listing and for reference purposes. NBU acknowledges that the provision of the Services hereunder by BIDDER shall be on a non-exclusive basis and BIDDER shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude BIDDER from providing such services or performing such obligations to its other clients.

### **3.3.3. Compensation**

In consideration of the Services hereunder, NBU shall pay BIDDER the fees and expenses ("Charges") as specified in Financial Bid and agreed and accepted by both the parties and documented the same in the service agreement. All amounts payable to BIDDER are exclusive of any Taxes. NBU shall be entitled to deduct from applicable payments to BIDDER, any tax on BIDDER' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide BIDDER with evidence or certificate of payment of such tax to the taxing authorities.

BIDDER shall submit invoices to NBU in accordance with the payment schedule in Commercial of this document. NBU shall remit payment to BIDDER within thirty (60) days from the date of receipt of invoice.

### **3.3.4. Representations and Warranties**

Bidder warrants that the Services will be provided in a skilful and workman like manner and in conformity with the scope described in Scope of Work Proposed Functional Scope of this document. Notwithstanding the aforesaid, any Services which are provided by bidder free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that the Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party. As set forth in this clause, bidder makes no warranties to NBU, expressed or implied, with respect to any services or deliverables provide hereunder or under scope of work including without limitation and implied warranties of Merchantability or fitness for a particular purpose. All such other warranties are hereby disclaimed by bidder.

### **3.3.5. Confidential Information**

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing



Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under the Agreement but the bidder shall ensure that confidential information passed out by it shall not be divulged to anyone else without the permission of the authorized signatory of the University .

### **3.3.6. Force Majeure**

Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.

### **3.3.7. Language of RFP**

The RFP prepared by the firm and all correspondence and documents relating to the RFP exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

## **3.4. Non-Disclosure**

The firm and their personnel shall not, either during the term or after expiry of this contract, disclose any proprietary or confidential information relating to the services, contract, terms, prices or the client's business or operations details without the prior written consent of the client.

## **4. Eligibility and Pre-Qualification Criteria-**

The minimum pre-qualification criteria for the bidders to be eligible for this bid process are specified below. Responses not meeting the minimum pre-qualification criteria will be rejected as soon as such proposals are received, and will not be considered for Technical evaluation.

<b>S. No.</b>	<b>Pre-qualification Criteria</b>	<b>Supporting Document</b>
1.	The firm should be an Indian registered company engaged in the job of design/ consulting for minimum of 10 years in India as on date of publication of RFP. Consortium of companies/ firms is not allowed.	Certificate of Incorporation
2.	The bidder shall be a registered company in India with valid Service Tax Registration and PAN number allotted by the respective authorities. No TAX liabilities in Last three years on the bidder.	Service Tax registration certificate and PAN number, Last Three Years Income Tax Return (ITR)

3.	The firm should be a profit-making concern for each of the last three consecutive years, with Average Annual turnover of at least INR 100 Crores in each of the last 3 financial years(2014-2015, 2015-2016 & 2016-2017).	Audited/ Certified financial statements and self-declaration
4.	The firm should have Primary Data Centre with back-up Secondary Data Centre for data Security as per the Government of India, National Data Sharing and Accessibility Policy (NDSAP) guidelines in this regard. Both the data centers should be located in India.  The data center must be tier-3 data center or above certified, and must be ISO/IEC 27001:2008 security certified  The bidder must provision BCP site & DR for ensuring the continuous availability of the solution.	Cert-in certification, ISO/IEC 27001:2008 certificate and self-declaration signed by the Authorized Signatory towards the installation address of the Data Centres.
5.	The bidder should have been certified enterprise-wide at ISO 9001:2008.	Attested copy of valid (as on bidding date) ISO certificate
6.	The firm should be CMMi 5(Both services (SVC) and software development (DEV))	Signed Copies of Certificates
7.	The bidders shall have minimum manpower strength of 1000 persons on the rolls of the bidder	Submit audit statement of previous financial year mentioning the number of full time employees for point (a). Self-declaration for the above from the business unit head or the HR Head of the unit
8.	The bidder should have developed the software in house & own the copyright of the source code of the solution.	Self- Certificate of the Copyright to be submitted
9.	The bidder must have implemented at least 3similar scope of work in a University or similar HEI during the least two financial years with at least one project more than 30,000 students as part of contracted scope	Contract Copy or Work Order or Experience Certificate
10.	Bidder's must have experience in implementation of education automation product in at least 3 State/Central Education Universities in India	Contract Copy or Work Order or Experience Certificate

- Decision of the Tender Committee of the University regarding equivalence of product and process standards shall be final and binding to all concerned.

## 5. Bid Evaluation Process

a) Evaluation criteria will be based on evaluation of the bidder meeting the technical qualification (including eligibility criteria) and subsequently evaluation of financial bid. The evaluation shall consist of following phases:

- i) Phase I – Evaluation of Technical bid
- ii) Phase II - Evaluation of Financial bid.

b) It is mandatory for the bidder to qualify all the Technical qualifications (including eligibility criteria) to be technically qualified and for being considered for opening of their Financial Bid and evaluation thereof. The bidder has to score minimum of 60 marks in the technical scoring table to be able to qualify for the financial bid opening.

### Phase I - Evaluation of Technical Bid:

- Detailed technical evaluation shall be carried out and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
- The evaluation committee may call the responsive bidder(s) who comply all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology/offered solution is best suited for NBU. However, the committee shall have sole discretion to call for discussion/presentation.

### Phase II - Evaluation of financial bids:

The financial bid shall be opened of only those Bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible Bidders, who may like to be present. NBU shall inform the date, place and time for opening of financial bid.

### QCBS Evaluation

Combined price =  $\sum_1^n$  Rate x indicative no of candidates in each component

Bidder with the lowest combined price shall be declared selected Bidder. In case if the selected bidder is not willing to accept the Letter of Intent or the bidder is declared insolvent by the financial institution/s associated with the bidder, in that case the bidder with next lowest combined price shall be considered as the successful bidder and the Letter of Intent shall be offered to them.

**P.S.: In the event that two or more Bidders/organizations with same combined price, the Bidder with more marks in technical evaluation shall be selected**

### 5.1. Evaluation Criteria

In the below table, technical parameters for technical evaluation are mentioned:

S. No.	Technical Parameters	Maximum Marks
1.	Average Annual Turnover of the Bidder during the last three (3) financial years (FY 13-14, 14-15 & 15-16) >= INR 1000 Crores : 10 (marks) >= INR 500 Crores and < INR 1000 Crores : 08 (marks) >= INR 100 Crores and < INR 500 Crores : 06 (marks)	10
2.	CMMi Certification of the Bidder Level 5 Services and Development: 10 (marks) Level 5 Services or Development: 05 (marks) Level 4/3 Services and/or Development : 03 (marks)	10
3.	Total employees on pay roll of the bidder for the proper execution of the contract >= 2,000 employees : 10 (marks) >= 1,500 employees : 8 (marks) >= 1,000 employees : 6 (marks)	10
4.	Experience of implementing the solution for more than 10 physical sites for one customer in the last two years >=30 sites : 10 (marks) >=10 sites and <30 sites : 6 (marks) <10 sites: 0(marks)	10
5.	Bidder's experience in implementation of education process/ automation projects in Educational Institutions in India during last 3 Years (FY 14-15 onwards). (Cumulative value of top three qualifying projects will be taken into consideration) >= INR 50 Crores : (10 marks) >= INR 40 Crores and < INR 50 Crores : (07 marks) >= INR 5 Crores and < INR 10 Crores : (04 marks)	10
6.	Bidder's experience in implementation of education automation product in State/Central Education in India >= 10:(20 marks)	20

	>=8: (12 marks) >=5:(08 marks)	
7.	Total number of student users, in one University/ Technical University, where propose dsolution has been implemented.  >= 1,00,000 student Users : (10 marks) >= 50,000 student Users and < 1,00,000 student Users : (07 marks) >= 30,000 student Users and < 50,000 student Users: (04 marks)	10
	<b>Total</b>	<b>80</b>

Table 1: Technical Evaluation Criteria

## 6. System Overview

### 6.1. Factsheet

The facts are provided in the table below, to give an idea of the size and spread of the organization :The facts are provided in the table below, to give an idea of the size and spread of the organization: <<to be provided by university>>

S No	Entity	Number(s)		
		Year 1	Year 2	Year 3
1.	Students			
2.	Faculty			
3.	Admin Users			
4.	...			

Table 2: Factsheet

### 6.2. Deployment Model

The solution shall be deployed on cloud in minimum Tier 3 data center. The Bidder shall provide all necessary processes and functionality to deliver the benefits of cloud computing which includes virtualization, multi-tenancy, automated provisioning, dynamic provisioning and rapid scalability of the system resources.

The bidder shall provide the product and any associated services on a cloud based subscription model by delivering the "Software as a Service". All the stakeholders shall be provided access to the system as per the specific requirements. The bidder shall ensure the below points:

- **Accessibility:** End user shall not require any software installation to run the solution. Only standard browsers such as Mozilla, Internet Explorer and Chrome shall be required to access and operate the system. Moreover, users should be able to access the system using any internet connected device.

- **Reduced TCO:** The bidder shall ensure that No CAPEX investment is required. The provisioned system shall not require any investments on servers and infrastructures.
- **Scalability:** The Bidder shall demonstrate with relevant proof that the provisioned system can be scaled up to a level to meet the requirements.
- **No technology Obsolescence:** The Bidder shall ensure that the provisioned solution shall be based on a perpetual beta model to ensure the upgrade the functionalities, user interface and statutory compliance as a planned activity.
- **Business Continuity** –The Bidder shall be responsible for a Business Continuity Management System (BCMS). As part of this following must be ensured -
  - Provision in the event of system or network failure, there must be a back-up circulation function capable of handling all issue and return transactions without disruption to services.
  - Provision for the recovery of transactions must be possible as soon as the system is back online.
  - Provision for all recovered transactions to be time stamped so that later transactions supersede earlier ones.
- **Security** - The scope of the security requirements covered shall cover all infrastructure components and resources (hardware and software, physical and logical) and processes used in the provisioning and management of the System Services.  
The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the entire SaaS cloud environment (SaaS services and operations) by which System is operating and relying upon. Details of Security requirement is captured in subsequent sections.
- **Integration** - The system should support REST services to enable integration with 3<sup>rd</sup> party applications.
- **Device** - The solution shall be device agnostic.

### 6.3. Implementation Model

The proposed solution shall be implemented as a configured cloud hosted solution, having the features as described in the subsequent sections. The bidder should ensure that any subsequent change request(s) becomes part of the product release cycle and based on mutual agreement is brought as enhancement within a stipulated timeframe.

## 7. Scope of Work

### 7.1. Admission Management

NBU conducts admissions for PG and Law courses and it is carried out in three batches. The bidder should provide the following services as part of the admission module.

#### 7.1.1. Application Management

This module shall manage receipt and processing of online applications, enable approval and rejection of applications and includes filling, submission, scrutiny, verification, approval or rejection of online application. It shall capture relevant questions and details that an aspirant

needs to answer and provide as part of the requirements of the institution. It should also include option of online payment gateways for any fees/registration payment. It may also include any other minor activity related to admission.

### **7.1.2. Admission Process**

The admission module shall manage key admission activities such as processing of applicants through various admission stages including registration and admission fee payments. It should facilitate the generation of merit list based on academic score and state domiciliary reservation logic, processing of various admission process steps along with verification of student details after admission, generation and printing of admission letters and generation of student identity cards and issuing provisional admission.

## **7.2. Student Management**

The student management module shall help the institutions to maintain the student records of all the students admitted into affiliated institutions for UG courses and students from PG and law courses. Each student will be provided a permanent registration number for unique identification. It shall have a provision to keep a record of the basic, academic, topographic and personal details of the students, their 360 degree view of academic performance and all institute interactions.

## **7.3. Exam Process Management**

NBU conducts examination for UG and PG courses for every semester. The bidder should provide a complete Cloud based exam management automation solution towards the same involving:

- Registration of the students for the main exam and backlog exam
- Pre Exam and Post Exam activities management including results management, mark sheet generation and printing for all the students of NBU.
- Certificate generation and printing of all passed out students.
- Support for CBCS (Choice Based Credit System)

### **7.3.1 Registration and Application Management**

Registration and Application module shall manage the end-to-end tasks involved in registration of students for the end semester Examination. This includes configuring the online application form and the entire process including verification, examination fee payment through three distinct channels (online, bank challan and university counter), acknowledgement receipt and registration number and certificate creation. Application module shall manage the end-to-end tasks, including managing applicants in the university.

### **7.3.2 Exam Management:**

Examination module shall manage key exam activities such as pulling candidates data through application forms, admit card design and generation along with student details, subject wise marks capturing, result generation, marksheet printing and distribution to colleges/students. System should provide functionalities to plan, administer and evaluate exams, generate results, manage promotion and backlogs and progress reports of students. It shall have support for various types of grading methods. It should be possible to manage entire examination cycle from enrolment and fee collection, exam center allocation, issuance of hall tickets, attendance management, and ends to the processing of results.

### **7.3.3 Certificate/Mark-sheet Management**

This module shall help in designing and printing Provisional pass certificates (for passing students) and mark sheet (for all students who appear in the exam) as needed in the process. The passing certificate design should support 120 GSM multi colored papers with security features enabled viz Hologram, and QR Code, UV visible logo, 400% magnified microtest, embossed logo and coded error in background text pattern .

## **7.4 Other Services**

### **7.4.1 Student Self Service:**

This module shall provide authorized access to students to download duplicate copies of provisional passing certificates and mark sheets in PDF format.

### **7.4.2 Secure Data Centre**

For the University, it is of utmost importance that system and underlying infrastructure is secure and capable of appropriately protecting the data. The database must NOT be accessible to unauthorized users. The bidder must guarantee that database is sufficiently protected in order to achieve this. Also, it is necessary that bidder should have primary and back-up data center in India in different seismic zones. The datacenters should comply with NDSAP guidelines.

### **7.4.3 Profile based access management**

In order to effectively manage the usage of the cloud based management system, it is necessary that profile based access is provided to the users. In this regards, system shall support the management of user roles and access rights in accordance with a Role-Access Mapping Matrix to be provided .

### **7.4.4 Legacy data migration:**

The bidder must ensure migration of the last 7(seven) years records of all students of NBU.

## **7.5 Governance, Reporting and Compliance**

The solution should possess strong reporting and analytical capabilities. User should be able to design his/her own reports by having on screen choice of filter and column values. The reporting platform should also enable designing complex templates (macros) which can be setup from



the front end and data can be fetched real-time or scheduled to be delivered on the designated email ids through self-service portals.

### 7.6 Testing and Quality Assurance

Bidder shall conduct unit testing and integration testing adopting the Use Cases and testing methodology to be agreed upon as a part of the user sign-off. NBU shall engage a panel of users for conducting the Acceptance Testing.

### 7.7 Deployment, Commissioning and GO-Live

The bidder shall provide Services for the solution, conforming to the specified Service Levels, which will ensure:

- Delivery of speedy and efficient services to the students, faculty and admin users in relation to all the related services.
- Train the existing users/employees to assist them discharge their duties effectively and efficiently
- Encourage and help to improve the adoption rate for the usage of the system, by employing traditional as well as innovative techniques.

### 7.8 Service Desk

1. The Bidder shall have a Service Desk to centrally log all enquiries, suggestions, complaints, service requests, service disruptions, security threats, violations and system alerts.
2. The Bidder shall appoint an Operations Manager to oversee the Service Desk operation and manage all platform related escalations promptly.
3. The Bidder shall make available its Service Desk 6 days a week with support during working hours (between 9 am to 9 pm), with email, call and web support to all the stakeholders without any limit on the number of incidents reported.
4. The Bidder shall provide its own telephone, interactive voice response and email systems to log, track and report the calls and emails, at bidder’s premises. The Service Desk shall escalate the calls and emails to the relevant parties for actions and track the status of the calls and emails periodically until they are closed by the callers or requestors. The first level of helpdesk support will be undertaken by the NBU appointed team. Level 2 and Level 3 support needs to be logged as ticket and all systemrelated incident needs to be managed within agreed SLA by the bidder. A monthly Service Desk report shall be submitted to NBU as part of the monthly report stated in the Service Management.

NBU recommends the following SLA definition (defined in “Table 2: SLA Definition”). Bidder can propose its own SLAs with equivalent definitions and best practices.

<b>Business Impact Severity Level</b>	<b>Definition</b>	<b>Response Time</b>	<b>Expected Resolution Time (ERT)</b>
---------------------------------------	-------------------	----------------------	---------------------------------------

1	These problems affect the system such that the users are unable to perform their business functions or result in negative publicity for NBU.	Within 2 working hours.	Based on the root-cause analysis, agreed ERT must be captured on the incident. For high severity incidents, suggested resolution time is 2 days.
2	These are problems which affect a particular process or functionality for which there are existing alternatives to by-pass the problem.	Within 4 working hours with 4 hourly status reporting	Suggested is within 6 working days
3	These problems have minimal or no impact on system's ability to perform its functions	Within 4 working hours with daily status reporting	Suggested is within 12 working days

Table 3: SLA Definition

## 7.9 Deliverables

Bidder shall provide the relevant documents (mutually decided between NBU and bidder) at each stage of implementation.

S No	Phase	Sample Deliverable(s)
1.	Project Planning and Analysis	Detailed Project Plan, Risk Management Plan, Data Migration Plan, Communication and Escalation Plan
2.	Project progress plan and weekly status reports	Project progress must be shared weekly with quarterly meeting between the leadership teams
3.	User Training	Training Plan, Training manuals and schedules
4.	Deployment	Software Deployment Plan, Deployment Sign off
5.	Post-Deployment	Call Log & Resolution Reports for Helpdesk, monthly Performance Monitoring Reports

## 7.10 User Training

The Bidder should provide training on the system to a batch of 5 designated SPOCs of NBU. The training sessions shall be for two days for 8 hours each on agreed date and time.

### 7.10.1 Training Requirements

- Stakeholders shall be trained on user screens, basic functionalities, navigating screens, and operations that can be performed, as relevant to user types.
- Where necessary, relevant case studies may be given.
- Basic IT Skills, using cloud based application, and other basic training may be given on a need basis.
- Detailed training plan shall be created.
- Training plan shall include details like participant names, training location, date, and time. And all necessary arrangements shall be made to enable smooth running of sessions.
- The Information security and their relevance and importance to the department data confidentiality.
- System Administration training to IT Operation Management Team.

### 7.10.2 Training Deliverables

Bidder should submit the following documents to NBU:

- Training Plan
- Training Manuals (online manuals or hard copies)
- User Guides and Materials(online manuals or hard copies)
- Documented Evidence of Successful User Training

## 8 Detailed Functional Requirements

The bidder shall specifically make declaration about the functional requirement as per the following proforma

### 8.1 Admission Management

#### 8.1.1 Application Management

S No	Functionality	Available (Y/N)	Remarks
1.	Provision for configurable application form. The Form shall support Data Validation, Multiple Languages and other attributes required by the University		
2.	Provision to capture scanned image copies of: Photographs, Signatures, Thumb Impressions, Mark sheet, Certificates etc. Uploading of PDF documents like Challan, Mark sheets, Resume etc. shall also be supported		
3.	Provision for Online payment. Application Forms should be able to seamlessly integrate with all major payment gateways		
4.	Provision to generate unique login ID, password and application ID as per the institute's naming nomenclature, for		

	an applicant		
5.	Provision to log-in to any submitted application for viewing the summary of details filled in and to manage password if required		
6.	Provision for the applicant as well as the admin to take a print out of the filled-in application		
7.	Provision of a back office interface that allows admin users to fill up application on behalf of applicants		
8.	Provision to digitize offline applications received at admissions office using excel		
9.	Provision for generating criteria based ranking for students. E.g. ranking based on admission category, social status, admission quota, overall merit etc.		
10.	Provision to send scheduled and spontaneous notifications (SMS, Email) to applicants based on their stage in the application process		
11.	Provision to allow applicant to fill up the application form in single as well as multiple sessions. Applicant may first register and subsequently fill up the application in multiple instances, starting from where he left in the previous session		
12.	Provision to scrutinize applications and perform actions to change the status of the application like Approve/Reject/On Hold/Send for Correction etc.		
13.	Provision to view audit log of actions performed by the candidates or administrator on a submitted application		
14.	Provision to set Start dates and End dates for online applications for Candidates on Application Submit, Edit and Login actions		
15.	Provision to view details of payment failure applications, update / re-activate payment failure applications		
16.	Provision to generate customized analytics in graphical format. Example: applicant count based on city. category, etc.		
17.	Provision to download Images/Signature/Payment reconciliation details in Bulk of the applicants		
18.	Provision to validate mobile number/ email id of the applicants using One time Password(OTP)/ Verification link		
19.	Provision to view application forms on mobile platform in a seamless manner		
20.	SMS and e-mail communication capability to connect to students		
21.	Provision for performing "Bulk Actions" like bulk application processing and rejection		
22.	Provision for adjusting fees of students in a dynamic manner during batch/course change		

23.	Restricting admission of a student based on certain parameters like fee not submitted or any field of the application form in a dynamic manner		
-----	--	--	--

### 8.1.2. Admission Process

Functionality	Available (Y/N)	Remarks
Configuring Admission Quotas: Ability to define sanctioned intake per admission quota for a course per academic year and admit students accordingly		
Ability to configure enquiry cycle to connect applicants with the admissions office throughout the admission process i.e. from submission to selection		
Ability to configure the Admission Procedure / process as per institute's requirement		
Automated generation and dispatch of multiple letters to the applicants depending on the stage in admission process. Ex: Provisional Admission Letter, Final Admission Letter etc.		
Provision to collect admission fees, prospectus charges, back dated fees collection for applicants and students		
Provision to configure and set up Payment challan and fees receipts as per organization requirements		
Provision to Configure & dynamically generate roll number / registration number / provisional roll number details for the selected Students. Flexibility to create customized Login ID creation for Student and Parents.		
Real Time Analytics for Admissions Team & Management: Admission Dashboard for University, Analytical Charts for daily admission trend, admission step wise status reports, Summary analysis as of date etc.		
Provision for generating Fee receipts instantly for the students after any collection, Also supported by Bulk receipt & duplicate Fees receipts generation		
Provision for configuration of separation process and categorize them accordingly like suspension, withdrawal, course completion with standard workflows with letter generation and notification		
Creation of report as per statutory requirement time to time		
<b>Additional Features</b>		
Grant scholarship or fee waiver in applicable cases during Admission process		

Ability to configure notifications (SMS/Email) for different Admission events		
Pull and process application as per rank of the applicants or as per the merit list generated of the shortlisted applicants		
Capture Admission Process & related work flow as different steps of Admission		
Option to verify all admission actions via proper audit log and workflow history which is maintained for every applicant throughout the life cycle		
Provision to capture additional information(not present in application form) of the applicants during different stages of Admission process		
Provision to correct & sync data automatically in the application form based on actual validation & scrutiny of the same during the admission process		
Option to sync applicants data and store them as student personal information after final admission thereby saving lots of time in maintain student information records		
Provision to collect fees for applicants in advance and adjust in accordingly with actual fee structure/fee plan defined for the student as per his course and category		
Provision of having a customized student separation workflow with an option to identify and show fees dues, library dues and other services dues because of inter module integration framework		
Provision for managing refunds for the students who are withdrawing from the course		
Provision for performing "Bulk Actions" like Bulk Application Processing and Rejection		
Provision for adjusting fees of students in a dynamic manner during batch/course change		
Restricting admission of a student based on certain parameters like fee not submitted or any field of the application form in a dynamic manner		
Ability to view analysis of pending dues and the number of times the student has been separated in the past		

## 8.2 Student Management

S No	Functionality	Available (Y/N)	Remarks
1.	Provision for Student Registration, Exam Fee Collection , Attendance data upload etc		
2.	Should have provision to manage complete student details, including personal details, parents and guardian details, address details, educational qualifications		

3.	Should allow data creation through online as well as should have the ability for data to be uploaded in bulk using excel sheet data templates		
4.	Should maintain the student records of all the students admitted into affiliated Institutions and make these details available to students, parents and other stakeholders		
5.	Provision to Configure & dynamically generate roll number / registration number / provisional roll number details for the selected Students after database creation / Registration form / Registration certificate		
6.	Provision for having a Configuration for sorting students based on roll no, registration no, alphabets etc		
7.	Student should be allowed to enroll for the subjects offered for a particular academic session as part of their Semester Registration.		
8.	Creation of report as per statutory requirement time to time		

### 8.3 Exams Management

S No	Functionality	Available (Y/N)	Remarks
1.	Provision to set up and configure exam shifts and exam date schedules for an exam event in an academic session		
2.	Provision to map academic date ranges for various exams for considering and calculating attendance percentage for eligibility and other criteria		
3.	Provision to configure & define registration fees for regular exam subjects enrollment and backlog exam subjects enrollment, with flexibility to define either single amount for all subjects of an academic session or as per subject charges		
4.	Provision to set up and configure hall ticket for an exam based on the exam schedule		
5.	Provision to generate hall ticket and copy code for backlog exams		
6.	Option of defining eligibility criteria for an exam by normal rules or custom rules based on attendance data, past exam grades, past academic session performance		
7.	Provision for bulk enrollment approval and fee generation for approved enrollment by Exam Admin or COE(Controllers of Exam)		
8.	Provision to create subjects as per the curriculum and group them into subject groups(Each subject mapped to a subject category) applicable for a session of a course batch		

9.	Ability to define applicability of subjects & define the credits for each subject for each academic session of a batch		
10.	Provision to enroll students for extra credits, audit courses or open elective subjects		
11.	CBCS compatibility--Support for CBCS covering student subject mapping, Examination and Exam Report card designed in-line with guidelines of UGC		
12.	System shall offer the flexibility to include/exclude extra credit subject to calculate SGPA/CGPA and option to consider for backlog generation or not		
13.	Provision to create exam details i.e. Type of examinations taken in academic session (for e.g. Internal, External, Half Yearly, Unit Test, Final Exam, continuous Evaluation, Main Practical etc.)		
14.	Ability to create all the applicable grades like A, A1,A*,A+,A++, B, B1, Good, Excellent and group them into various grade categories as per the requirement		
15.	Provision to configure Consolidated type of grading schemes to process and calculate the final score and grade at any exam		
16.	Provision to configure Non-Consolidated type of grading schemes to process and calculate the score and grade of a subject mapped under an exam		
17.	Provision to define marks (fixed) range or percentage range with upper and lower limit for each grade in case of quantitative Percentage Grading Scheme		
18.	Provision to define marks (fixed) range or percentage range with upper and lower limit and a corresponding grade point(As per the grade point limit definition) and a grade in case of quantitative GPA Grading Scheme, The exam and grading system can support any grade point limit range -for e.g. 1 to 9,1 to 10,1 to 7, 1 to 4		
19.	Provision to handle and manage promotion manually from front end and via bulk excel management in case automatic promotion and pass fail criteria is calculated outside the system		
20.	Ability to generate copy codes in bulk as well as batch wise - subject wise to hide the identity of the students so that for some of the exams where the identity of the student needs to be protected can be achieved		
21.	Provision to capture scores in bulk by admin in single excel for all subjects of an exam for a batch, another option to capture in bulk is for all the exams of a subject for an academic batch		
22.	Provision for faculty to capture marks using mobile device		
23.	Provision for faculty to enter marks or grade depending on score type		
24.	Ability to process the scores based on exam rules set up, weight-age and grading scheme of each applicable exam node		



25.	Provision to edit the processed score in various ways when required- Fresh Entry, Update, During re-evaluation for correction and modification of results		
26.	Provision to verify results by program coordinators and class teachers before they are published to the students/parents		
27.	Provision to generate promotion list of students with/without backlog, provision to edit promotion rule applicable and regenerate the list in case of any updates or modifications required		
28.	Self-service Login based registration option for the student to enroll for regular and backlog subjects		
29.	Self-service login based registration option for the student to download the hall ticket after enrollment approval and fees payment, bulk hall ticket download option for the admin		
30.	A centralized command center tracker for COE for viewing the status of all the activities which are part of an exam event and take actions in bulk from the exam tracker itself		
31.	Provision to define subject selection/enrollment rule in terms of minimum and maximum subjects per subject category/type or minimum and maximum credit points per subject category or minimum and maximum credit points as consolidated for a session or combination of all these		
32.	Provision & support to define the configuration of all types of grading schemes- Quantitative percentage, Qualitative - GPA , Quantitative GPA		
33.	Provision to apply normalization on backlog exam scores along with regular exam scores		
34.	Provision to create Absent type and Absence rules specific to actions on absenteeism, For example for an internal exam if the student is absent for a subject he should be given a default grade of "Abs" and should be considered as "fail" as well for that subject		
35.	Provision to define rule for applying grace marks for exams and subjects		
36.	Provision of auto calculation of SGPA, CGPA every academic session ,option to modify/update and correct calculated result in case of any discrepancies		
37.	Provision to generate automatic promotion list as per the applied logic of promotion & grading schemes being followed for an exam pattern in a session and option to modify/update the list in case of any discrepancies		
38.	Provision to design & configure the required transcript/session wise report card in PDF format to generate the marks statement of the students		
39.	Provision for the faculty to capture marks/ grades and remarks for various subjects at required exams as per the faculty exam mapping access done for the subjects		

40.	Additional provision to capture marks in bulk for an exam irrespective of the study center/college , academic batch of the student via bar code scanner facilitated input,i.e. A simple interface to select an exam and enter the marks against a copy coded number via bar code based entry		
41.	Provision to publish and freeze scores, scores and results will be visible and available to students and parent after publishing only i.e. publish allows processed scores to be viewed by faculty,student and parent, freeze is used when all the corrections and modifications have been completed, Once the scores are frozen, the scores captured or processed cannot be edited		
42.	Provision for the student /parent to view the results, download current & previous session PDF report cards from Self-Service login		
43.	Provision for the student /parent to view the results, download current & previous session PDF report cards from Mobile Application Login as well		
44.	A 360 degree drill down exam result analysis for various components of exams for all the subjects across academic sessions is available for the students and parents as a simple quick link in the self-service login		
45.	Provision to hold and release generated report cards in bulk or individually, Students/parents will be able to view and download report cards after it is released only		
46.	Provision for sending report cards to parents and students on the registered email Ids		
47.	Provision for providing authorization to specific faculty members for marks capture		
48.	Provision to enter Bulk Marks in one go for all programs or awards or courses		
49.	Creation of report as per statutory requirement time to time		

## 9 Detailed Technical Requirements

S No	Feature/ Requirement	Available (Y/N)	Remarks
<b>System</b>			
1.	The solution shall be hosted on cloud.		
2.	System shall provide the support for custom URLs to ensure short and easy-to-remember web address.		
3.	System should have an availability rate of at least 98% (uptime) excluding planned downtime.		

<b>Performance</b>			
4.	Batch runs should not influence online performance.		
5.	Bidder should monitor the usage of the system, so as to guarantee optimal performance (to support growth). The bidder should be able to upscale quickly in response to this monitoring.		
<b>Security</b>			
6.	Bidder shall ensure the system and underlying infrastructure is secure and capable of appropriately protecting data for the duration of the contract, or so much longer as NBU's data is still present at/accessible to bidder.		
7.	The logging database must NOT be accessible to unauthorized users. The bidder must guarantee that this database is sufficiently protected in order to achieve this.		
8.	The bidder should guarantee that communications over the network will be encrypted or encrypted with an extra check.		
9.	The bidder shall carry out security updates properly and efficiently, and as soon as they are available.		
10.	The scope of the security requirements covered shall cover all infrastructure components and resources (hardware and software, physical and logical) and processes used in the provisioning and management of the System Services		
11.	The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the entire SaaS cloud environment (SaaS services and operations) by which System is operating and relying upon.		
12.	NBU shall own all data stored in its provisioned instance and, which has been created either by NBU or by its end-users		
13.	For the provision of the system, the Bidder shall have attained ISO/IEC 27001 certification and shall provide evidence of this		
14.	Bidder shall propose a security management and governance framework to ensure that the System is able to meet security best practices. The framework shall include at least the following: <ul style="list-style-type: none"> <li>- Security policies, standards and procedures for the systems.</li> <li>- Security management and processes</li> </ul>		
15.	The Bidder shall work with NBU to align its security policies and standards with that of NBU. If any gaps are identified then industry prevalent best practice shall be followed.		
16.	Details specification of all deliverables shall be declared in annexure-I.		
<b>Compatibility</b>			

17.	The solution should support up-to-date versions of current and future version of common web browsers used in India such as Firefox and Google Chrome		
18.	If new browser versions are released, they should also be supported within a reasonable period of time, but no later than nine months after release. The same applies to relevant browser plug-ins.		
<b>Business Continuity and Disaster Recovery</b>			
19.	Bidder should have a primary and back-up center in India		
20.	The bidder should take care of and is responsible for backups of all data (the database) in the system		
21.	The bidder should ensure that Loss of Data is prevented when Data are exchanged.		
22.	The system should offer the possibility to restore to the last working day in case of a system crash		
23.	There shall be a procedure available for recovering data after any system crash or interruption.		
24.	The Bidder shall follow a Business Continuity Plan/ Disaster Recovery (BCP/ DR) that addresses all the various aspects to enable the system to maintain business continuity and to recover quickly from a disaster. In the event that full operations cannot be recovered within the time as agreed with the authority and defined in the policy, the Bidder shall explore measures to bring up the critical services so as to allow the Bidder to resume minimal operations at the soonest possible time.		
<b>Profile based Access Management</b>			
25.	The system shall support multiple accounts owned by the NBU to support their different roles and responsibilities, as and when required		
26.	An automated self-service capability in the system shall be made available for the Users of the system to reset their user account password.		
27.	Each account shall have different access control mechanisms to allow activation of different functions or services		
28.	Access to administrative functions shall be tightly controlled, monitored and accounted for.		
29.	Access rights of the system are granted based on role needs and will be reviewed periodically by NBU. Any accounts that are not needed shall be deleted by Administrator (from NBU) after review and authorization.		

30.	The following reports generated should be provided to NBU: - List of discrepancies between the users listing finalized by NBU and the accounts in the system - List of accounts by roles/profiles		
31.	Individual accounts to different users for accessing the solution so that clear user accountability is established. System administrative or functional accounts shall also be issued to an individual who shall be accountable for all actions taken under the accounts.		
32.	Security measures shall be implemented to prevent system administrators and other privileged users from having direct access to the stored data. The Bidder shall have proper approval process and tracking mechanism for all access to the system and information to ensure proper usage and accountability.		
33.	Based on the IP range the system access may be restricted for any profile of user or individual user.		
34.	Security measures to restrict and control the users, developers and operators access to the system shall be put in place.		
<b>Mobile Based Application</b>			
35.	The mobile based version of the software should be an easy-to-use mobile browser/android application that allows students/parents/faculties to perform various tasks and view information from any Smartphone. This includes attendance marking, access of progress reports, viewing attendance and time table, etc. Notifications should be seen in mobile and actions like approvals shall also be done.		
<b>Audit Trail</b>			
36.	The system should record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.		
37.	System should enable the user to choose which fields or tables are to be audited through a delivered tool		
<b>Import/Export Data</b>			
38.	System should have provision to upload data from all the existing local records held by university		
39.	Should have provision to facilitate Import from/Interface with the third party applications in the institute and extract data in various formats.		
40.	Should have provision for Import and Export to archived files		
41.	Should produce reports on all areas of data that can be exported to MS Excel/PDF.		
<b>Archiving</b>			

42.	The application should provide a Data Archival utility on a cloud model as a part of the standard offering		
43.	Should have support to facilitate the query and reporting on archived data.		
<b>Single and Minimal data entry</b>			
44.	Data should be entered and validated at source only once and be used throughout the system(s)		
45.	There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.) facility to strictly avoid any duplication of data. Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages		
<b>Reporting and Data Extraction</b>			
46.	Interface with Data Mining Tool		
47.	Facilities for free text search		
48.	Include a standard set of reports based on industry best practice		
49.	Have ad hoc reporting capability that is user friendly and easy to use		
50.	Support ability to report to file as well as other means		
51.	Provide good interfacing mechanism		
52.	Powerful analytics with good dashboard for Universities		
<b>Self-Service Portals</b>			
53.	System shall provide self-service portals to various functionalities to all the stakeholders. Stake holders should have an instant view of data depending on the user access provided. They should be able to view the summarized account of all actions and requests, notifications. Students should be able to pay fees, download duplicate certificate and mark-sheets		
54.	Ability to show data and action buttons that are most used by users		
55.	Help Manual for the system should be made available online with videos with powerful search and filter capabilities to get quick help on any system information		
56.	Should have an Installer like tool that helps to configure the system quickly during the initial implementation as well as during additional set up needed in each year		
57.	Provision to Search anything like applications/solutions/users/screens/workflow transactions from a single screen		

58.	All pending actions and notifications to be shown in one place like a work-list. Where actions can be taken like "approve" or "reject", this should be possible as well.		
59.	Help Desk to manage the issues raised by internal customers and track to closure.		
60.	Ability to see transactions done each month as a trend to understand usage of the system or the module by a user or department		
61.	Broadcasting: Ability to send messages to entire organization for the message to display on their system login		

## 10 Commercial Template (To be submitted in the bidding company letter head only)

### Payment Terms

- No advance will be paid under any circumstances.
- Bidder will raise an invoice after completion of each and every activity once the work completion certificate is issued to the vendor by the competent authority of the university. The payment will be made within a period of 60 days from the date of receipt of the invoice.

Sd/-  
Registrar (Offg.)

# 11 Forms

## 11.1 Form 1: Cover Letter

To:

<<>>  
<<>>  
<<>>  
<<>>

Dear Sir/ Madam,

**Subject: Submission of the Eligibility and Technical bid for “Cloud basedExam Management Automation”.**

We, the undersigned, offer to provide the services to NBUfor “**Cloud basedExam Management Automation**” in response to your RFP dated <Date>.

We are hereby submitting our Proposal, which includes the Eligibility and Technical bid. We hereby declare that all the information and statements made in this Eligibility and Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake to initiate the services related to the assignment as specified in the Contract issued to us in case we get selected for the award of the Contract. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document. We understand you are not bound to accept any Proposal you receive.

Yours sincerely,  
For <Name of the bidder>

Authorized Signature [In full]

Name and Title of Signatory:

Name of bidder Firm:

Address:

Location:

Date:

[Seal and Signature of Authorized Person with Date & Place]



## 11.2 Form 2: Bidder Details

<b>Detail Required</b>	<b>Provide the relevant information with proper documentary evidence</b>	
Name of Service Provider		
Registered office Address Telephone Number(s) and Fax Number		
Constitution of Service Provider		
Type of bidder's organization (Government / Semi-Government / Private)		
Year of Establishment		
Registration Number under Indian Company Act, 1956		
Details of PAN (certified copy to be enclosed)		
Details of Contact Person (Name, designation, Telephone/ Mobile No, e-mail)		
Total Annual Turnover : Please attach auditors certificate to support the financials		
<b>Year</b>	<b>Amount (Rs. In Crore)</b>	<b>Audited (Y/N)</b>
<b>2015-16</b>		
<b>2014-15</b>		
<b>2013-14</b>		

Authorized Signature [In full]

Name of Signatory:

Date:

[Seal and Signature of Authorized Person with Date & Place]

### 11.3 Form 3: Detailed breakup of the Technical scope of work

Bidder should provide the timelines of the complete project with scope of work. Duration of activities shall be indicated in the form of a table below.

*MODULE	SL.NO.	ACTIVITIES	DELIVERABLE FORMAT	TIM LINE (IF ANY)

\*e.g. Registration, Examination, admission etc.

#### 11.4 Form 4: Relevant Project Experience

<b>General Information</b>	
Client for which the project was executed and brief description	
Name and description of the project	
Duration of the project (start date, completion date, current status)	
Scope of services	
Total value (cost) of the project	
Copy of Work Order/ Experience Certificate	

### 11.5 Form 5: Team Composition

Name of Key personnel with qualification and experience	Proposed Position	Proposed Tasks