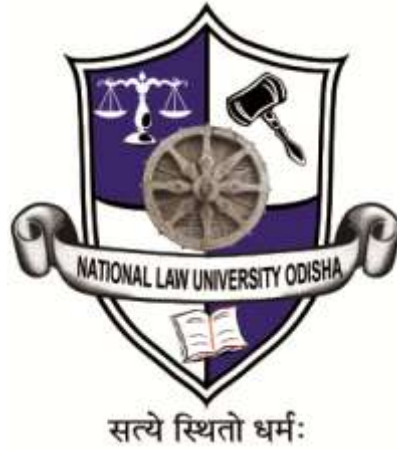# REQUEST FOR PROPOSAL

For Implementation of

Campus Management System on Cloud

Tender Ref. No.: NLUO/ICT-RFP/002 dated: 04/07/2017

National Law University Odisha, Cuttack,

Kathajodi Campus , SEC - 13, CDA,

Cuttack – 753015, Odisha (India),

Ph.: +91 671 2338018. Fax: +91 671 2338004

Fact Sheet

1.	Date of issue of notification	04/07/2017
2.	Non-refundable RFP Document Fee	Rs.1,000/- (Rupees One Thousand) only, in favor of "Registrar, National Law University, Odisha" in the form of Demand Draft payable at Cuttack.
3.	Earnest Money Deposit (EMD)	Rs.15,000/- (Rupees Fifteen Thousand) only, , in favor of "Registrar, National Law University, Odisha" in the form of Demand Draft payable at Cuttack.
4.	Pre-Bid meeting	18/07/2017 at 03:00 p.m.
5.	Last date and time for submission of RFP Documents	25/07/2017 (Up to 01:00 p.m.)
6.	Place of submission of RFP Document	The Registrar (I/c), National Law University, Odisha Kathajodi Campus, SEC - 13, CDA, Cuttack – 753015, Odisha (India),
7.	Technical Presentation - Demonstration of firm's own developed software solution (currently in use by some clients) having functions as per the requirements in the RFP	25/07/2017 at 2:00 p.m. onward, Maximum 20 minutes will be provided to each vendor.
8.	Date and time of opening of Technical Bid	25/07/2017 at 4:30 p.m.
9.	Place of opening of Technical Bid Document	Meeting Room, Administrative Block
10.	Date and time of opening of Financial Bid	Will be intimated to shortlisted vendors
11.	Contact Person	Mr. Prashant Kuleshwar, System Administrator Email: itsupport@nluo.ac.in Phone: +91 0671 2338005

If your firm is interested in participation, please ask the contact person for details or visit our Web site at http://nluo.ac.in/tender/ the bid/RFP document, fee is payable only when you are submitting bid/RFP.

NOTE: Any related queries will be entertained during pre-bid meeting only.

Contents

1. Section - 1: Introduction

The National Law University Odisha (NLUO) is a vibrant addition to India's National Law Universities. Within the short span, NLUO has made its mark as a university engaged in teaching and research in law. Faculty research output has always been of a very high standard, yielding among others several top-tier international publications. The student community's engagement with co-curricular activities has yielded remarkable results, including consistently high performance in moot court competitions and active participation in prestigious national and international conferences and seminars.

National law University Odisha, Cuttack intends to venture in the field of e-governance and ERP Implementation in the education sector. NLUO is looking for a web based comprehensive and integrated automation system for its academic and administrative 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.

The system should be equipped with modern technologies such as Cloud Computing, Big Data, 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 admissions, fee payment, and examination registrations, institute related services such as affiliation and related services in a more secure and error free manner. It should improve transparency and accountability in various processes followed at institute and assists us to comply UGC mandate on online admissions.

In this context, NLUO intends to select a firm by issue of Request for Implementation of Campus Management Software that is hosted on a Cloud, under "Software as a Service (SaaS)" model. The Respondent shall be invited to submit a Technical Proposal, along with Commercial Proposal. These Proposals will be the basis for hiring of firm for implementation of Campus Management System. The contract will be valid for a period of 3 years and can be extended on mutual consent of both organizations. For the duration of three years (tenure of the content), NLUO intends to run the application in a 'Managed Services' model implying that the vendor will deploy manpower to Implement and Manage the ERP system across all the operational processes at the Institute. Scope of responsibility of vendor will be periodic configuration of the system to make it ready for use, while the NLUO be responsible for entering transactions in the system.

2. Section - 2: Instruction to the Bidding firms /organizations

1. Bidder firms/organizations 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. The Biding firms/organizations must furnish a non-refundable RFP Document Fee of Rs.1,000/- (Rupees One Thousand only) in favor of "Registrar, National Law University, Odisha" in the form of Demand Draft payable at *Cuttack*, failing which the bid will be rejected.

3. The Bidding firms/organizations must furnish Earnest Money Deposit (EMD) of Rs.15,000/- (Rupees Fifteen Thousand) only in favor of "*Registrar, National Law University, Odisha*" in the form of Demand Draft payable at *Cuttack* from any of the nationalized scheduled commercial bank, failing which the bid will be rejected.

   In case of firm / agencies are not considered for placing the purchase order, the earnest money deposit (EMD) will be refunded without any interest within one month of taking the purchase decision.

4. The RFP documents is not transferable

5. NLUO reserves the rights to accept/reject any or all the RFP's without assigning any reasons thereof.
6. Validity of the RFP is **90 days** from last date of submission of RFP.

Note: NLUO shall not be responsible for any postal delays about non-receipts/ non-delivery of the documents. All late RFP/ incomplete RFP would be rejected out rightly.

3. Section - 3: Key RFP Terms and Conditions

3.1 Eligibility Criteria for the Bidders

Pre-Qualification Criteria

- The firm must meet all of the following eligibility requirements. RFP of non- compliant firms/organizations shall not be evaluated technically or commercially.

Sl. No.	Qualification	Documentary Evidence to be attached
I	The firm should be an Indian registered company/ Agency /Limited Liability Partnership (LLP) engaged in the job of design/consulting for minimum of 5 years in India as on date of RFP. Consortium of companies/ firms is not allowed.	• Certificate of incorporation or Certificate of Commencement or Certificate confirming LLP • Certificate consequent to change of name, if applicable has to be submitted
Ii	The firm must have successfully implemented at least 3 similar ERP projects (Either part or full) during the last 3 years in Central University/ State Affiliating University/ IITs/IIMs/NITs/NLUs/ any institute of equivalent repute.	Copy of work/service orders and Client certificate should be available with the firm for verification of the same, if so desired by NLUO. A job executed by a firm for its own in-house purpose/sister concern/subsidiary shall not be considered as experience. Also, job executed by a firm as a Subsidiary / Fellow Subsidiary / Holding Company and Sub-Contractors shall not be considered as experience.
iii	The firm should be a profit-making concern for the last three consecutive years, with minimum Average Annual turnover of at least Rs. 55 Lack in each of the last 3 financial years. The turnover should be from Educational sector.	Self-attested audited balance sheet of the agency has been requested for proof and CA certificate can be provided as proof for turnover from Educational Sector.
Iv	Preferences will be given to the firms having CMMI level -3 or higher in SVC and DEV	Valid Certificates (Self attested copy).

V	Firm should have valid ISO 9001:2008 & ISO 27001 certifications.	Valid Certificates (Self attested copy).
Vi	The bidder must have provision for Business Continuity Plan (BCP) site & Disaster Recovery (DR) for ensuring the continuous availability of the solution	Details of the Data centers along with Computer Emergency Response Team (CERT-In) certification
vii	The agency should be able to make changes as and when required on a mutually agreed basis in any of the components of the software/source code being utilized for the purpose throughout the term of Agreement with NLUO.	Self-declaration
Viii	The bidder should neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / Educational Institutions/Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law with regards to the works executed by it in the last five years.	The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/- (Rupees Hundred Only) regarding their non-blacklisting in any of the government department and public sector undertaking /enterprise in India and central vigilance commission during the last five financial years.

Note: - Only firms qualifying in Pre-Qualification evaluation would be considered for the technical evaluation as per below criteria.

3.2 **Procedure for Submission of RFP**

3.2.1 The tender is "Two Bid' document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). Technical Bid should be submitted in a separate sealed envelope clearly indicating that it is a "TECHNICAL BID".

3.2.2 The financial bid is needed in a separate sealed envelope clearly indicating that it is a "FINANCIAL BID". It should contain only commercial in the prescribed format. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

3.2.3 Both covers (Technical bid and Financial bid envelopes) be placed in sealed bigger

envelop and marked with the bidders name. The tender complete in all respect, as prescribed in the tender document, should be delivered to NLUO on or before prescribed date available in the fact sheet failing which tender will not be accepted.

3.2.4 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.

3.2.5 The sealed envelopes of the bidders containing "Technical Bid" shall be opened on prescribed date available in the fact sheet first. If bids opening day is a government holiday, then the technical bids shall be opened on next working day at the same time. Maximum two representative of each bidder may participate at the time of opening the technical bids.

3.2.6 The cover thus prepared should also indicate clearly the name and address of the firm to enable the Bid to be returned unopened in case it is received "Late" or due to any other reason.

3.2.7 The RFP received late and declared late by the Bid Evaluation committee after the last date and time for receipt of RFP prescribed in the bid document or otherwise shall be rejected and/or returned unopened to the firm.

3.2.8 Each copy of the bid should be a complete document with Index & page numbering and should be bound as a volume. Different copies must be bound separately.

3.3 Overall bid Evaluation Process:

a) The evaluation shall consist of following phases:

    i.   Phase I – Evaluation of Technical bid

    ii.   Phase II - Evaluation of Financial bid following CQCCBS Method (Combined Quality Cum Cost Based System (CQCCBS) (On Financials provided for the required scope of work).

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.

3.3.1 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. **Bidders should receive more than 60 marks in Technical bid to qualify for opening of Financial bid.**

- The evaluation committee may call the responsive service provider(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 service provider should give a detailed presentation on how their

technology is best suited for the Institute. However, the committee shall have sole discretion to call for discussion/presentation.

3.3.2 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. The Institute shall inform the date, place and time for opening of financial bid.

Final Proposal shall be given scoring as below

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points. As per the technical evaluation criteria.

The bidder who has quoted the lowest price will be assigned a score of 100 in the financial bid. The other bidders will be allotted score relative to the score of bidder with the lowest quote as below:

Fs = 100 * Fl /F
Where:

Fs = The financial score of the Financial Proposal being evaluated
Fl = The price of lowest priced Financial Proposal
F = The quoted price of Financial Proposal under consideration

CQCCBS (Combined Quality Cum Cost Based System) Evaluation

The score of technical proposal including presentation would be given 70% weightage, and the financial proposal would be given 30% weightage. The weighted combined score of the Technical bid including presentation (Ts), and Financial proposals (Fs) shall be used to rank the bidders on the basis of formula given as below:

Combined Score = 70 % * Ts+ 30 % * Fs

Bidder with highest Combined Score shall be declared selected Bidder.

In the event that two or more Bidders/organizations with same final score, the Bidder with more marks in technical evaluation shall be selected

3.4 Cost of Bidding

3.4.1 The firm 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 Biding process.

3.4.2 The firm is expected to carefully examine all instructions, forms, terms and specifications in the Tender Document. Failure to furnish all information required in the Tender 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.

3.5 Amendment in Tender Document.

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

3.5.2 The amendment will be notified on Institute's website and by e-mail to the prospective firms/organizations who have received the Bid Documents and will be binding on them.

3.6 Language of RFP

The RFP prepared by the firm and all correspondence and documents relating to the RFP exchanged by the firm 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.

3.7 Documents Comprising the RFP

The RFP prepared by the firms/organizations shall comprise of components mentioned below. (Bid documents are to be submitted in the order of eligibility clauses along with index page number):

3.7.1 Technical Bid shall consist of the following:

3.7.1.1 Documentary proof of qualifying the eligibility criteria by the firm.

3.7.1.2 Documentary proof of the technical information (Performa - I) for technical evaluation.

3.7.1.3 Bid Proposal sheet duly filled in, signed and complete in all respects. (Performa - II)

3.7.1.4 All proposals must be accompanied by an Earnest Money Deposit (EMD) of Rs15,000/- in the form of Demand Draft in favour of *"Registrar, National Law University, Odisha"* Payable at *"Cuttack"* in the form of Demand Draft, failing which the bid will be rejected.

3.7.1.5 Technical Compliance Sheet as per Scope of work (Section-4)

3.7.1.6 Certificate & Declaration as per the Performa - V.

3.7.1.7 Detailed technical architecture of the quoted product

3.7.1.8 Implementation Methodology and approach for Ongoing Support

3.7.1.9 A marketing brochure of the product may also be enclosed.

3.7.2 **Commercial Bid consisting of the following**:

3.7.2.1 Price Bid as per the Performa - III of the tender document.

3.8 Evaluation Criterion

After short listing based on eligibility criterion, CQCCBS (Combined Quality Cum Cost Based System) of bidding would be followed. The Technical bid will be evaluated by evaluation committee set-up by NLUO. The following criteria and weightage will be assigned to the technically qualified firms/organizations:

Sl. No	Technical Parameters – Checklist	Max score
2.	CMMi Certification of the Bidder: CMMi Level 5 (Both SVC and DEV) : (10 marks) CMMi Level 4 (Both SVC and DEV) : (7.5 marks) CMMi Level 3 (Both SVC and DEV) : (5 marks) <CMMi Level 3 : (0 marks)	10
3.	Bidder's experience in implementation of own education ERP product in Educational Institutions in India during last 3 Financial Years (FY 13-14 onwards). >= 7 Institutes/ Universities : (10 marks) >= 5 Institutes/ Universities : (7.5 marks) >= 3 Institutes/ Universities : (05 marks) < 3 Institutes/ Universities : (0 marks)	10
4.	Total No. of student users, in 1 University / Technical Board, where the solution has been implemented. >= 5,000 student Users :(10 marks) >= 2,500 student Users and < 5,000 student Users (7.5 marks) >= 1,000 student Users and < 2,500 student Users (5 marks) <1,000 student Users (0 marks)	10

5.	**Cert-in** Certification of the Data Centers along with ownership of the data centres.
	
	   Both the data centres (primary and secondary) are owned by the bidder/ group of companies : (10 Marks)
	
	   One of the data centres is owned by the bidder/ group of companies and the other is hired : (7.5 Marks)
	
	   Both the data centers (primary and secondary) are hired ………………………………………………………….:(05 Marks)
		10

6.	Total employees on pay roll of the bidder for the proper execution of the contract: >= 50 employees : 10 (marks) >= 20 employees : 7.5 (marks) >= 10 employees : 05 (marks)	10
7.	Technical Presentation - Demonstration of firm's own developed software solution (currently in use by some clients) having functions as	50

per the requirements in the RFP	
Total	**100**

Technical Score should be denoted as "T_S" and shall be used to compute the final score in combination with Financial Score "F_S"

3.9 High Level Process for Project Implementation

Following section outlines the stages of implementation of the selected solution.

A1. Study Phase:

- Understanding the requirement.
- Understanding the flow of data.
- Mapping of technologies.
- Scoping of the work.

A2. Implementation Phase:

- Implementation / establishment of approved modules
- Mapping of requirements with the proposed system.
- Configuration of the system to meet the institute requirements
- Collection of master data and loading the same in the system
- Setting up of needed MIS reports and dashboards

A3. Training Phase:

- Training the users in the implemented modules
- Share system documentation and help manual for users

A4. System Acceptance Phase:

- Demonstration of set up completion and system readiness to Institute's team

A5. Support Phase:

- Understanding additional requirements and change requests.
- Issue monitoring and resolution

A6. Project Monitoring Unit:

- Monitoring the progress.
- Project Management support during development/pilot and roll-out.
- Overall co-ordination for roll-out
- Risk management
- Governance and escalation processes

3.10 Non-Disclosure

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

3.11 General Terms and Conditions

a) Module wise Solution Development/Configuration and Implementation Cycle with time line should be given as per the Requirements/ Specification which includes Customization, testing, data migration, users training, go live and final implementation."

b) Complete training should be provided to Users and Administrators.

c) Complete Documentation and User Manuals are to be provided.

d) University has around 1000 current students, around 400 passed students and around 100 staffs. Five years integrated LL.B. and LL.M. curses are started from 2009, LL.M. course is currently of 1 year (previously it was of 2 years)

e) Payment Terms

Since the number of users will vary with admission / passing out of students and joining / leaving of employees, the bill therefore will be raised by the service provider quarterly and the number of users will be determined on the last day of each quarter.

   i. 100% of one time setup fees will be paid upon successful deployment/ implementation, go-live as per the requirements /specification and satisfactory demonstration and Training subject to submission of PBG of 10 % of the order value (sum of items in Sl. No. I + II + III + IV) for 3 years

   ii. Subscription fees will be applicable from date of successful implementation and commissioning. Will be paid on a quarterly basis at the end of each quarter.

f) Manpower services is not chargeable during implementation period. i.e. till training of users, may be charged during maintenance/support period if onsite manpower resource is asked by the University for more than one week's period at a stretch.

g) **Performance Bank Guarantee (PBG):** The successful bidder will have to remit PBG equal to 10% of the project cost of any Nationalized Bank which should be valid for 3 years [Refer format of PBG at Performa - IV].

h) **Development and Customization:** It will be mandatory that development and customization/ Configuration and Implementation of solution should be done in consultation with ICT Department and respective department s of the University.

i) Preference and priority will be provided to the companies having operation in Odisha with sufficient number of manpower located in Odisha.

j) The company should be willing to appoint/depute implementation and/or support peoples at NLUO whenever required.

k) All the pages of the bid should be numbered.

l) The Bidder should ensure that all pages of this RFP document are duly signed by the authorized signatory as a token of acceptance of all terms and conditions of RFP along with the deviation sheet submitted by the bidder.

m) The University has the rights to get work done in phases or remove/add/exchange modules as given presently in the bid/RFP on mutual agreed basis.

n) The University reserves the right to accept or reject or cancel the tenders/RFP's without assigning any reasons.

o) **Implementation and data validation**: The successful bidder has to implement the solution **within 06 months from the date of Work Order** and should hand over the same for data upload and validation, any defects found should be rectified to the satisfaction of the officer's authorized by NLUO. Data validation testing will be done for not more than 10-15 working days from the date of completion. If any discrepancy is found, the contract shall be treated as incomplete.

p) **Training**: In house training at premises of NLUO on the use of the system will be provided by the supplier at least for basic day-today operations.

q) **Delivery Schedule and Penalty for Delay**: Delivery schedule acceptance shall clearly be indicated in technical bid submitted by the supplier. Penalty at the rate of 0.5% or part thereof of the order value per week, subject to a maximum of 5% will be imposed for delayed delivery and installation. The said clause will not be applicable in case any delay aroused by the client i.e. NLUO, Cuttack

3.12 Jurisdiction

The disputes, legal matters, court matters, if any, shall be subject to Cuttack Jurisdiction only.

Bidders Profile:

Sr. No	Details	
1.	Name of the Firm	
2.	Registered Office address Telephone Number Fax Number e-mail	
3.	Correspondence/ contact address	
4.	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
5.	Year and Place of incorporation of the Company Please enclose the Documentary Proof	
6.	Is the firm registered with sales tax department? If yes, submit valid sales tax registration certificate.	
7.	Is the firm registered for service tax? If yes, Submit valid service tax registration certificate.	
8.	Number of Offices with details	
9.	Turnover details of last 3 years as per audited P&L and Balance Sheet	

4. Section - 4: Scope of Work

Sl. No.	Item Description	Compliance (Yes / No)
A.	**Academic Management** This Module should be capable of managing Student Lifecycle, Academic Programs, Research Activities, Class & Practical Scheduling, Attendance, Examination, Assessment and Evaluation, Grading, Mark sheets/ Certificates/ Degrees award etc. There shall be *Self Service Portal* for Faculty members for mentoring, Attendance, Marks entry, monitoring & to plan academic activities etc.. There shall be *Self Service Portal* for students to Submit Applications, to View their Record, Progress, Grades etc.. *Self Service Portal* shall also be provided to parents to check the progress of student. **Detailed Specification/ Features:** I. **Academic Programs** – Ability to create Program Master. Program Name, Approval of Program, Start Date, Course Structure, Curriculum / Syllabus, Academic Session & Calendar, Course Credits in core curriculum and professional curriculum per Semester, Mandatory requirements for students to complete the program, Evaluation & Examination System, Assessment & Grading System. II. **Registration** – This module should: Student Application Data (online / offline), Verification & approval, Allocation of Program, Up-gradation/transfer of seat, from/to various streams, Student Master Data creation (with photograph & signature) and online approval, Updating / Import of short listed student data into database, cancellation of student registration, Allocation of Registration no. etc. III. **Academic** – There should be provisions for the following; • Course allocation to faculty members. • Availability of Course, Syllabus and Study Materials online. • Online project submission. • Online quiz/test for various purposes. IV. **Class time table Scheduling** – • Ability to create/edit class time table for semester as per the academic calendar on the basis of Program wise & Course wise Faculty Guest/Visiting Faculty availability for academic year. • Online allotment of Class Room / Lecture Hall for classes on the basis of student strength.	

- Online allotment of Class Room / Tutorial Rooms for study and other proposes.

- Ability to change class assignment of Faculty without affecting other classes.

- Ability to transfer / substitute Faculty during term

- Provision to create/edit slotting pattern

- Provision to adjustment / swapping of classes

V. **Attendance** – By incorporating master data from Academic Program module, this module should be able to capture daily attendance through Bio-metric / Smart Cards as well as manual entry. Online leave application and approvals. Alert generation for short attendance as per rule. Maintenance of academic year wise, course wise, student wise leave/attendance record. Adjustment of attendance claims taking into consideration of Moot Court Participation, Internship, conference, seminars, medical leave, academic leave, sports or any other competition representing the University. Publication of Cumulative attendance, attendance certificates, debarred list for examinations etc.. There shall be provisions for colour coding of attendance below 66 % and between 66% and 75 %.

VI. **Examination, Assessment & Evaluation –** This module should cover all activities of examinations and assessment. Various pre-conduct, conduct, and post-conduct activities, entire process of evaluation of all courses.

It may also cover: Registration for Exam/Revaluation, Exam schedule, Examination hall Ticket generation, Appointment of vigilance squad, External examiners, Porting Marks (Mid Term-25%, End Term-45%, Project-20%, Project Viva-5%, attendance-5%), Marks Moderation, Grade Sheet with built in security Printing, Revaluation Changes, Exam hall real time Attendance / Absentee List generation, There shall be provision for System – secured online entry of grades by faculty members with Dean's/HOD's approval, Result Processing, Final Marks - Percentile calculation, Grade Calculation - GPA/CGPA calculation processing, Tabulation of Grades, Printing of Grade/Marks Sheet, Transcript, Provisional Certificate, Conduct Certificate & various MIS reports. Preparation of master result, Panel of Examiners, Record of used/ unused answer sheets/ Question papers etc. Eligibility of student to next semester, Provision of re-admission, Unfair means, record & re-checking, online submission and course evaluation. Payment of honorarium/remuneration to invigilator, examiner, evaluator and co-coordinators etc.

VII. Student feedback Survey (SFS) module needs to be added with required specifications as requested by the end user.

		VIII. **Reports (Online & Hard Copy) –**	
		• Academic Program list with details of Course wise Faculty	
		• Academic Year wise, Program wise, Student Category wise - Admission Register	
		• Academic Year wise, Program wise - Students Registration Register	
		• Student Page – This page should be dynamic & contain every updated information of student like personal details, photograph, admission channel, attendance, semester wise grades, fees paid, scholarship received, seminar / workshop attended, awards / prizes received, research papers presented / published, final result and grade sheet etc.	
		• Id-Card generation	
		• Academic Calendar	
		• Time Table of classes, examination etc.	
		• Attendance Register	
		• Tabulation Register of theory / project marks in examination.	
		• Program wise, Student wise, Head wise, Academic Year wise Fees Deposit & Fee Dues Register	
		• No Dues Certificate	
		• Student's Complaint Readressal Register	
		• Existing data, if any, exists relating to Examination / student /staff are mostly in excel format. The University is using Tally accounting software in the accounts department for which data needs to be migrated	
B.		**Barcode Based Inventory Management system** **Features:** • IT & Non-IT Asset/Inventory Control Management in reference to consumable and non-consumable items • Asset/Inventory procurement/reordering with requisition, approval, Purchase order • Receipt Management • Software Installation Management to keep track of software installations in laptop/desktop clients • PM (Preventive Maintenance) Management • Data entry of Assets/Inventory in the system with the following details; Sl. No., Description of item, Date of Purchase, Quantity with unit Source/supplier name, value(RS), Invoice no. & Date, location, Identification No., Purchase file no., verification	

	details etc. (Any other field shall be required at the time of development of system) • Generate bar code and affix it on the Assets/inventory viz furniture, fixtures, laboratory Instruments, IT equipment • Options to Import/Export Asset/Inventory master data to system from MS excel, MS Access, CSV or Text formats predefined meta data information for each type • Provision of tracking the existing Asset/inventory with or without barcode • Multi-level user management & permissions • Branch, Department, Location management • Incorporation of images of the assets/inventory along with the assets date • Assets/inventory transfer of different branch/department/location • Asset breakdown, Service/Repair management, Call Escalation • Support of multiple currencies and its rates • Price Depreciation, Disposal Management/discard of obsolete assets • Vendor Management • Management of depreciation of each asset with rates and automatic calculation • Download the data defined by the user in excel format • Asset allocation • Advanced Open Query System/Customizable Reports(Employee/location wise asset tracking/Email alerts on Warranty, AMC, Insurance expiry) • Since University is looking for cloud based service, source code is not required by the University.	
C.	**Financial Accounting** **Features:** • General Ledger Chart of Accounts • Dynamic Ledgers Creation • Budget Wise Ledger Creation • Govt. Budget Head Wise Ledger Creation Option • Ledger Postings from different location that can be compiled at central level • Day Book • Group Summary Bank Book • Cash Book • Bank Reconciliation • Cash Flow • Balance Sheet • Trail Balance • Income & Expenditure Statement • Monthly/Periodical Expenditure • Monthly/Periodical Income Statements	

	• Month Statement if Account Receivable • Periodic Reports • Funds/Grants received • Statement of Expenditure • Statement of Revenue Realization • Budget Allocation Reports • Budget Vs. Actual reports	
D.	**Budget Management** **Features:** • Unit/Division Wise Budget Requisition • Consolidation of Budget Requirement of all 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	
E.	**Fee Management** **Features:** This module allows the users to setup and define fee structure of any complexity with creation of different fee heads. • Fee type/sub types creations • Fee head creations • Examination fees management • Late fees • Fee installments mgmt • Fee integration with accounts • Scholarship management	
F.	**HRMS & <u>Payroll</u>** • **Complete HR:** Employee personal & professional details, employee appraisal, payroll process, salary slip generation, detailed bank statement to be sent to the bank, PF, loan, ESI and conveyance as per the vouchers to name a few. • **Documentation:** appointment letters, creation of masters, maintenance of increments, other allowances like arrears, calculation of supplementary bills, advances taken against salary, etc. • Confidential report & Appraisal report	
G.	**Alumni Management** Alumni management system promotes interaction among alumni and provides newcomers to that university with valuable social and	

	professional contacts. **Features:** • Member registration • Auto Verification by registration number • Alumni Group management • Discussion Forum management • Alumni member search • Alumni Donation opportunity • Scheduling/events/Mass Messaging / circulars to all members • Opinion Polls • Album • Integration with Placement cell • Alumni meeting reports • Duplicate certificate request • Alumni student verification by external	
H.	**Placement Services** Placement services modules shall manage all the activities related to Employer, Student & University. **Features:** • Employer Registration. • Job Openings. • Employer Visit Scheduler. • Online Student Registration for Placement. • Grooming and finishing workshop management. • Searching and Short listing of Candidates. • Integration with Self Service Portal. • Integration with Alumni Services. • Seminar/Conference Management. • Placed Student Details.	
I.	**Transport Fleet Management** • Vehicle Details. • Vehicle Officer Mapping • Vehicle Make/Vehicle Type • Vehicle Driver Mapping • Vehicle Logbook Creation • Vehicle Maintenance(preventive) • Vehicle Insurance • Accident Particulars	

NOTE:

1. The builder has to customize the modules up to the satisfaction of the University.
2. All report formats should be as prescribed by NLUO Cuttack.
3. Vendor has to integrate above modules with respective *Self Service Portals.*
4. System shall have provision for Certificate / transcript verification.
5. Basic requirements for automation are as above but not limited to the above.

5. Section - 5: Pricing Response Template

Commercial Performa

Note: Rate to be quoted for Managed Services and hosting on Vendors Cloud for a period of 3 years. The contract can be further extended for a period of 2 years on mutual consent. Rates quoted to be exclusive of tax.

Student Count is only indicative. Price indicated here will be used only for price comparison purposes, while payments during contract term will be based on the number of students enrolled in each year.

Sl. No.	Module	Unit			Total Price
I	One Time Setup Fees	Lump sum			
Sl. No.	**Module**	**Unit**	**Unit Price (A)**	**User Count (B)**	**Total Price for 3 years (A x B x 3)**
II	Per user subscription fees for **A, B, E, F, H** and **I** modules listed in section 4 scope of work	Per enrolled users per Annum		800**	
III	Per user subscription fees for **G** module listed in section 4 scope of work	Per enrolled users per Annum		400**	
IV	Subscription fees for **C and D** modules listed in section 4 scope of work	Lump sum price per Annum			
V	Managed Services [Charged during maintenance/ support period if onsite manpower resource is required by the University for more than one week's period at a stretch.]	Per resource cost per annum i.e. for 365 days [Payment will made on the basis of actual days count as per the terms and conditions of RFP document]		1 Onsite resource	
		Grand Total (I + II+III+IV+V)			

** Number will only be used for commercial comparison. User count given above is indicative, which may vary year on year.

Note:

- The bills to be calculated as per the actual users enrolled.

- Grand Total will be used for Financial bid comparison and will be considered as Bidders price (refer section "overall bid evaluation process")

- User count will include active users (i.e. current students and staff), parents will be not counted as user.

- Since alumni management is less complex in comparison of management of active users, therefore separate price is to be quoted for same.

- Rate to be quoted for Managed Services and hosting on Vendors Cloud for a period of 3 years. The contract can be further extended for a period of 2 years on mutual consent. Rates quoted to be exclusive of tax.

- Student Count is only indicative. Price indicated here will be used only for price comparison purposes, while payments during contract term will be based on the number of students enrolled in each year.

- The rate of taxes will be leviable as per the government norms and the rate of tax will be applicable as on date of Billing.

6. Section - 6: Detailed Technical Requirements

Additional technical requirements that software must comply are as follows. These are mandatory requirements.

Business Continuity Planning	
1	Should have a primary and back-up data center in India
2	Every transaction in primary should be backed up in back-up data center so that there is no loss of data in case of any problems at primary data center

Training Environment	
1	Should have provision for users to practice transactions before using the actual production system
2	Data set up in production should be available in training environment so that training is a proper simulation.

Integration of other systems	
1	Should have provision for other systems to integrate with the institute automation system, using web services or similar technology
2	Should have ability to both read from and write to this institute automation system

Import/Export Data	
1	Should have provision to upload data from all the existing local records held by NLUO
2	Should have provision to facilitate Import from/Interface with the third party applications in the institute and extract data in various formats.
3	Should have provision for Import and Export to archived files
4	Should produce reports on all areas of data that can be exported to MS Excel/PDF.

Archiving

1	The application should provide a Data Archival utility on a cloud model as a part of the standard offering
2	Should have support to facilitate the query and reporting on archived data.

Database Backup at NLUO Data Center

1	Should have a provision for automatic transfer of mechanism for automatic transfer of complete data periodically (daily) and automatically to NLUO either as database-dump OR in Ms. Excel / CSV file.
2	Service provider has to share necessary credentials of all the databases used for NLUO.

Single and minimal data entry

1	Data should be entered and validated at source only once and be used throughout the system(s)
2	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.

Management Information

1	To support resource allocation and decision-making at NLUO it is mandatory that robust and user-friendly facilities be available with the system(s) using a web-based environment.
2	Pre-packaged analytic functions that provide interactive dashboards for faculty, students, etc., Integrate well with source data, support easy reporting with export facility to desktop suites like EXCEL, WORD, Open Office etc. in a suitable format compatible with Institute's other systems is essential.

Interfacing provisions / Interoperability with other key systems

1	Support for callable functions to access internal data or invoke internal functions should also be available, via services that conform to industry standards.
2	Support for bar-coded, bio-metric, Internet Banking and/or smart card based inputs.

Audit Trail

1	The application should record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.
2	Should Enable which fields or tables are to be audited through a delivered tool

	Access and authorization
1	Only authorized users should have access to the system. As such, the system should therefore have the ability for the specification of who will have access to which functions. Where appropriate, further discrimination at the data level (e.g. Respective departments may only have access/update to data related to their own departments) is required. In this regard, the capability to support multi-role differentiation based on a single user sign-on will be essential.
2	Support for a comprehensive access and authorization mechanism, including Single sign-on for all system components
3	Support for a central authentication scheme
4	Ability to define multiple level authority, comprehensive set of user roles and permission lists, and flexible segmentation of data
5	Ability to manage access to authorized functions based on the roles represented in the account
6	Ability to manage access to different segments of data depending on the role
7	Ability to perform password management functions including: controlled password expirations, forced password change with optional grace logins, minimum password lengths and strong password policy, minimum number of numeric characters, non-dictionary words, password history logging, and user lockout from failed login attempts

	Reporting and data extraction
	The proposed system(s) should support
1	Interface with Data Mining Tool
2	Facilities for free text search
3	Include a standard set of reports based on industry best practice
4	Have ad hoc reporting capability that is user friendly and easy to use
5	Support ability to report to file as well as other means
6	Provide good interfacing mechanism
7	Powerful analytics with good dashboards
8	Provide ready to use reports which are required as per NBA/NAAC compliance

	Customizability/Configurability
1	To minimize the need/impact of customization/configuration, the proposed system should, wherever

appropriate, support

- Flexible customization/configuration capabilities
- Ability to extend/change existing pages without much impact on the application
- Ability to add/modify the existing workflows

	Self Service Portals:
1	System should 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 view their profile, their attendance, and examination notifications, raise requests, and pay fees.
2	Students/Parents/Faculties should be able to login to the Self-services portal using their user-ID and password and see transactions/updates related to them, and receive notifications from institute
3	Ability to create a new User Interface for a parent, student, or a faculty with relevant information only
4	Ability to show data and action buttons that are most used by users
	Technology Tools
1	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
2	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 semester and in each year
3	Provision to Search anything like applications/solutions/users/screens/workflow transactions from a single screen
4	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.
5	24x7 Help Desk to manage the issues raised by internal users and track to closure.
6	Ability to see transactions done each month as a trend to understand usage of the system or the module by a user or department
7	Live-Chat capability. Ability for a prospective student to do live chat with someone in admission enquiry department.
8	Broadcasting: Ability to send messages to entire organization for the message to display on their system login
9	Email Reply Capture - Capability with which users respond to the mails with certain key words and transaction are performed automatically, based on that e-mail response
10	SMS Reply Capture - Similar facility with SMS to perform transactions

11	Cloud Storage: Ability to store files in cloud drive so that it can be retrieved anytime later from anywhere
12	Messaging: Application for internal messaging - Chat among the users of the customer organization
13	Decision support system: Application should prompt the user with historical information before performing key transactions

7. Section - 7: Model Bank Guarantee Format for Performance Security

Performa - IV

MODEL BANK GUARANTEE FORMAT FOR PERFORMA - NCE SECURITY

To

WHEREAS ……………………………………………………………………………….. (name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of   contract no……………………………………… dated ………… to supply……………………………………………. (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of`……………… ……………………………………(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ………. day of …………, 20…….

………………………………………………………………………….

(Signature of the authorized officer of the Bank)

………………………………………………………………………….

Name and designation of the officer

…………………………………………………………………………...

………………………………………………………………………………

Seal, name & address of the Bank and address of the Branch

8. Section - 8 : Certificate & Declaration

CERTIFICATE & DECLARATION

It has been certified that all information provided in RFP/bid form is true and correct to the best of my knowledge and belief. No forged / tampered document(s) are produced with FRP/bid form for gaining unlawful advantage. We understand that National Law University Odisha (NLUO), Cuttack is authorized to make enquiry to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD and or withdrawal of all work / purchase orders being executed by us. Further NLUO, Cuttack is also authorized to debar us in participating in any RFP/bid in future.

I / We assure the University that neither I / We nor any of my / our workers will do any act/s which is improper / illegal during the execution in case the work is awarded to us.

Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities / practices in my / our dealing with the University. Our Firm/ Company/ Agency is not been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or Any other Govt. Organization.

Date   Signature of the Bidder

Place   Stamp