



REQUEST FOR PROPOSAL

Reference Number: 897/Estab/2023.

Dated://14-07-2023

University Management Information System Enterprise Resource Planning

FOR

Veer Kunwar Singh University
Ara, Bihar

Website: - <http://vksu.ac.in/>
+91-6182-239209

A Kumar

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DISCLAIMER

All information contained in this Request for Proposal (RFP) provided is in the good interest and faith. This is neither an agreement and nor an offer/ invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested eligible bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

Veer Kunwar Singh University, Ara, Bihar reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. Veer Kunwar Singh University, Ara, Bihar also reserves the right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to RFP. Veer Kunwar Singh University, Ara, Bihar reserves the right to change/ modify/ amend any or all of the provisions or terms and conditions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the Website of Veer Kunwar Singh University, Ara, Bihar.

Ranvir
14.07.2023
Registrar
AKUNWAR



REQUEST FOR PROPOSAL (RFP)

The RFP includes the following documents:

- ❖ **Chapter 1** - Request for Proposal
- ❖ **Chapter 2** - Information to Bidders
- ❖ **Chapter 3** - Terms of Reference
- ❖ **Chapter 4** - Technical Proposal - Standard Forms
- ❖ **Chapter 5** - Financial Proposal - Standard Forms

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CHAPTER -1: REQUEST FOR PROPOSAL

Request of Proposal are invited from the companies/organizations for University Management Information System – Enterprise Recourse Planning (UMIS - ERP) for the selection of System Integrator-Cum-Implementation Partner for the establishment of University Management Information System in the Veer Kunwar Singh University, Ara, Bihar detailed in the enclosed Terms of Reference.

The Details of the RFP and key calendar events is as follows:

RFP NO.	
Tender Inviting Authority	Veer Kunwar Singh University, Ara, Bihar
Name of the Work	Selection of System Integrator-cum-Implementation Partner for the design, development, testing, implementation and integration of Complete University Management Information System – Enterprise Recourse Planning
The method of selection	Quality and Cost Based Selection (QCBS)
Last date & Time for submission of bids	31-07-2023 at 13:30 hrs
Pre-Bid	Query, if any, can be sent by email only to Registrar registrarvksuarabihar@gmail.com
The address to which proposal is to be submitted	The information may be submitted at the following address by speed / registered post only:- REGISTRAR, Veer Kunwar Singh University, Ara, Bihar
Opening of Technical Proposal	31-7-2023 at 15:30 hrs
Place of Opening of Technical Proposal	University Sabhagar
Contact Person and Designation	Abhijit Kumar, LDC, Establishment Section
Address for Communication	REGISTRAR, Veer Kunwar Singh University, Ara, Bihar Phone No. : +91-6182-239209 Email: registrarvksuarabihar@gmail.com

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CHAPTER – 2: INFORMATION TO BIDDERS

(This section provides all the necessary information required for responding to the RFP.)

2.1 Introduction

Veer Kunwar Singh University, Ara, Bihar VKS University, Ara named after the well-known national hero and legendary freedom fighter Veer Kunwar Singh, is a public university in the city of Arrah in the state of Bihar, India. It was established by the Bihar Universities Act 1976.

Ranked among the Top Universities of Bihar, University has earned recognition as a hub of higher learning and research in the frontier disciplines of science, humanities and social sciences. Over the years, through its progressive academic and extension activities, the University has played a vital role in the generation and dissemination of knowledge, and in enhancement of human skills.

Objective of Veer Kunwar Singh University, Ara, Bihar is as follows:

- To achieve excellence in teaching and research.
- To preserve and generate knowledge.
- To cultivate resolute moral values
- To develop and enhance human resources.
- To improve the quality of life and contribute to sustainable development of the region and the nation in harmony with our culture, heritage and environment

2.2 Need for Complete University Management Information System for Veer Kunwar Singh University, Ara, Bihar

In order to meet the current challenges for sustaining competitiveness in the market as well as to move towards excellence in governance with less paperwork and enhance efficiency of the people and processes, there is a need for Veer Kunwar Singh University, Ara, Bihar to undertake an Complete University Management Information System implementation. This exercise will enable **Veer Kunwar Singh University, Ara, Bihar** to streamline and standardize the processes across the organization and to adopt some of the global best practices being followed in similar organizations.

A study of the organizational activities is required to be taken up by the bidder so as to get an idea/understanding of the customization to be done and complexity involved in the Unit level implementations. Also a study of the departments which already have their own IT solutions shall be required to be taken up by the bidders for suggesting evolving an integrated solution. This study by the bidder is also needed so that the required integration can be addressed suitably in the proposed Complete University Management Information System.

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2.3 Bidding Process

The Bidders are invited to submit a Technical Proposal and a Financial Proposal for the establishment of Complete University Management Information System in **Veer Kunwar Singh University, Ara, Bihar**. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected firm.

The Request for Proposal (RFP) document can be collected from **Registrar – Veer Kunwar Singh University, Ara, Bihar** or can be downloaded from the website: <http://vksu.ac.in/>.

The Technical Proposal and Financial Proposal should be submitted in the manner specified in this Chapter.

The assignment shall be implemented in accordance with the phasing indicated in the Terms of Reference (ToR). However, Veer Kunwar Singh University, Ara, Bihar has the right to give the order of different modules in different phases. Veer Kunwar Singh University, Ara, Bihar also has the rights not to give the order for any modules. When the assignment includes several phases, the performance of the Vendor in each phase must be to the University satisfaction before work begins on the next phase.

Please note that the costs of preparing the proposal and of negotiating the contract, including a visit or visits to the University are not reimbursable.

Veer Kunwar Singh University, Ara, Bihar reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the Bidder or Bidders or any obligation to inform the Bidder or Bidders.

Veer Kunwar Singh University, Ara, Bihar requires that Bidders shall provide professional, objective, and impartial advice and at all times holds Veer Kunwar Singh University, Ara, Bihar interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.

2.4 Fraud/Corruption

2.4.1. Veer Kunwar Singh University, Ara, Bihar requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, Veer Kunwar Singh University, Ara, Bihar defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

- ❖ “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution;
- ❖ “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract;
- ❖ “collusive practices” means a scheme or arrangement between two or more bidders with or without the knowledge of University, designed to establish prices at artificial, noncompetitive levels;
- ❖ “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a Contract. University will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question; and

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2.4.2 **Veer Kunwar Singh University, Ara, Bihar** will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.

2.4.3 Bidders shall be aware of the provisions on fraud and corruption prescribed in the specific clauses in the General Conditions of Contract.

2.5 Only One Proposal

Bidders will submit only one proposal. If a Bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

2.6 Only One Product

The Bidders are strictly advised to quote the same product which they have been deploying and have gained requisite experience by way of implementing the said product in similar Universities. Non adherence may result in the said proposal being debarred from the evaluation process.

2.7 Eligibility Criteria

- ❖ Only Central/State Government Organizations or Central/State PSU's / Private Sector working in the field of web-based ERP/Complete University Management Information System – Enterprise Recourse Planning (UMIS - ERP) can participate (**Please attach copy of the certificate/document compulsorily**).
- ❖ The Participating bidder should not stand blacklisted or banned by any State or Central Government or by its procurement agencies. (**Please attach a notarized affidavit in this regard compulsorily**).
- ❖ Average annual turnover should be at least **150 Crores** for last three financial years (2020-21, 2021-22, 2022-23) each. **Copy of the Audited Balance Sheets for Financial Years 2020-21 and 2021-22, audited financial statement for Financial Year 2022-23** indicating the turnover are to be enclosed.
- ❖ **Permanent Account Number/TIN/GSTIN** (whichever applicable) and service tax registration photocopy are to be enclosed.
- ❖ The firm should have been engaged in **IT projects/solutions** business for a period of at least **five years** as on last date of submission of RFP.
- ❖ Firm should have experience of implementing Educational ERP in at least two State Government Universities / Central Government Universities, out of which ERP (Comprising of Minimum 10 Modules bifurcated across various functions of the University) should have been implemented /under Implementation in the said at least two State Government Universities / Central Government Universities. The purchase order and / or satisfactory performance report from the competent authority of the said Universities should be enclosed along with the bid.

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2.8 Clarification to RFP

Clarification, if any, can be sent by email registrarvksuarabihar@gmail.com.

2.9 Amendment/ Cancellation of RFP

Veer Kunwar Singh University, Ara, Bihar reserves the right to cancel this RFP at any time without any obligation to the Bidders and without assigning any reason thereof.

Veer Kunwar Singh University, Ara, Bihar at any time, prior to the deadline for submission of Proposals, may amend the RFP by issuing an addendum in writing or by standard electronic means.

The addendum will be binding on all the Bidders. Bidders shall acknowledge receipt of all amendments. To give Bidders reasonable time in which to take an amendment into account in their Proposals, the Tendering Authority may, if the amendment is substantial, extend the deadline for the submission of Proposals.

The Tendering Authority reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without incurring any liability to the bidders or without any obligation to assign reasons thereof.

2.10 Earnest Money Deposit :-

2.10.1 The Bidders must submit an Earnest Money deposit of INR 5.0 Lacs (Rs Five Lacs) in the form of a bank draft along with a Technical proposal.

2.10.2 The EMD shall be in Indian Rupees only. The Bank Draft should be drawn in favor of **Registrar, Veer Kunwar Singh University, Ara, Bihar** and payable at **Bihar**.

2.10.3 Unsuccessful Bidder's EMD will be discharged / refunded as promptly as possible as but not later than 30 days after the final selection.

2.10.4 The successful Bidder's EMD will be discharged only after the completion of the work.

2.10.5 The EMD shall be forfeited:

- ❖ If a Bidder withdraws the bid after the final date of during the period of Bid validity specified by the Bidder on the Bid Form.
- ❖ Or in case of a successful Bidder, if the Bidder fails to sign the contract; or
- ❖ If a bidder fails to furnish the Performance Security

2.10.6 Proposals not accompanied by EMD will not be considered for Technical and Financial evaluation.

2.10 (A) Cost of Tender document :

2.10.1 The tender document downloaded from the university website <http://vksu.ac.in/> should accompany the cost of Rs. 5 thousand in the form of Demand Draft issued from centralized/scheduled bank and drawn in the favour of Registrar, VKSU, ARA. The tender document may also be obtained from the office of Registrar or payment of requisite cost in the form of DD.

2.10 (B) Rule 131P. Performance Security

(i) To ensure due performance of the contract, Performance Security is to be obtained from the successful bidder awarded the contract. Performance Security is to be obtained from every successful bidder irrespective of its registration status etc. Performance Security should be for an amount of 5% of the value of the contract. Performance Security may be furnished in the form of an Account payee Demant Draft,

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Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank in an acceptable form safeguarding the purchasers interest in all respects.

(ii) Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. Bid security should be refunded to the successful bidder on receipt of Performance Security or shall be retained as standing Deposit under adjustment of performance security.

2.11 Validity of the Proposal

The Proposal and rates shall be valid for 180 days from the last date for submission of the Proposal. A Proposal that is valid for a shorter period shall be rejected as non-responsive.

2.12 Language of the Proposal

Proposals shall be submitted in English only.

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2.13 Proposal Preparation and Submission

- ❖ Bidders are requested to submit proposal written in English only.
- ❖ The Proposal shall be submitted signed by the authorized signatories.
- ❖ The Proposal must be signed and duly sealed in all the pages and any erasures/amendments in the Proposals, duly attested.
- ❖ Bidders may submit only one Proposal. If a Bidder submits or participates in more than one Proposal, such Proposals shall be disqualified.
- ❖ Bidders should familiarize themselves with local conditions and take them into account while preparing their Proposals.
- ❖ Bidders shall bear all costs associated with the preparation and submission of their Proposals, site visits and contract negotiation
- ❖ Any proposal received after the closing time for submission of proposals shall be rejected and returned unopened.

2.14 Technical Proposal

In preparing the Technical Proposal, Bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal. The Technical Proposal shall provide the following information:-

- ❖ Organizational details including:-
 - Turnover in crores – current and average for the last three years
 - No. of qualified full time technical staff relevant to the current requirements
 - Domain Presence and a focus to serve financial services
- ❖ A detailed description of the methodology and work plan for performing the assignment
- ❖ Project Plan including:-
 - Detailed Project plan with a clear break down of efforts in terms of calendar months & man months.
 - Well defined Communication Strategy comprising project reviews, steering committee presentations, escalation management, Project Management etc.
 - The extent to which the project plan exhaustively covers the functional requirements as stated in the RFP
- ❖ Milestone based deliverables including:-
 - Phase wise breakdown of deliverables with quality checks & stage wise review mechanisms for the given milestones
 - Knowledge transfer methodology between the Bidders and the University during the pre-defined milestones in the proposal
- ❖ Technology base for solution : Technology and environment of the proposed solution
- ❖ Team composition and task assignment, including:-
 - Well defined roles and responsibilities of the project members with relevant experience
 - Well defined Project Governance structure to manage & execute the project (Project Sponsor, Steering Committee, Client Coordination, Project Management, Project Execution team etc.)
- ❖ Relevant experience in creating the RFP document and assist **Veer Kunwar Singh University, Ara, Bihar** in finalizing and installing the Hardware required for such implementations.
 - Overall time schedule of the project:- (Timelines provided by the Bidders are reasonable and achievable in completing the project(end-to-end) within the time frame
- ❖ A detailed description of the proposed methodology, staffing, and management of training.
- ❖ The Technical Proposal shall not include any financial information.

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2.15 Financial Proposal

While preparing the Financial Proposal, Bidders are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Chapter - 5). It should list all costs associated with the assignment.

The Financial Proposal should clearly estimate, as a separate amount, all taxes, duties, fees, levies, and any other charges imposed under the applicable law. The Taxes will be reimbursed to the Bidders as per the Tax Laws of the country.

The Proposal and rates given by the bidder must remain valid as per the validity mentioned in this RFP. If Veer Kunwar Singh University, Ara, Bihar wishes to extend the validity period of the proposals, the Bidders who do not agree have the right not to extend the validity of their proposals.

2.16 Submission, Receipt and Opening of Proposals

The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initiated by the persons or person who sign(s) the proposals.

The Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" and the "Financial Proposal" in a sealed envelope clearly marked "FINANCIAL PROPOSAL" and warning: "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information and be clearly marked, "DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE."

The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Chapter - 1.

The information may be submitted at the following address by speed / registered post or through authorized person to REGISTRAR, Veer Kunwar Singh University, Ara, Bihar -802301, India.

2.17 Modification and Withdrawal of Proposal

No Proposal can be modified or withdrawn subsequent to the deadline for submission of Proposals.

2.18 Opening of Technical and Financial Proposal

After the deadline for submission of proposals, the Technical Proposal shall be opened as per schedule mentioned in Chapter - 1 by the evaluation committee.

The representatives of Bidders, who are present, shall sign a register evidencing their attendance.

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2.19 Evaluation of Proposal

From the time the bids are opened to the time the contract is awarded, if any Bidder wishes to contact Veer Kunwar Singh University, Ara, Bihar on any matter related to its Proposal, it should do so in writing at the address indicated in the Chapter - 1. Any effort by the firm to influence Veer Kunwar Singh University, Ara, Bihar in the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Bidder's proposal.

A two-stage procedure will be adopted in evaluating the Proposals viz. a technical evaluation and a financial evaluation.

Firms will be ranked using a combined technical cum financial score. Maximum weightage of 70 marks shall be for technical proposal and 30 marks weightage will be for financial proposal. The bifurcation of the marks is as given in respective heading.

After the evaluation of technical competency is completed, Veer Kunwar Singh University, Ara, Bihar shall notify the Bidders that have secured the minimum qualifying mark. The notification may be sent by registered letter, facsimile, or electronic mail.

Financial Proposals of only those bidders will be opened who satisfy all the eligibility criteria mentioned and who score 70% marks or above in the technical evaluation.

Veer Kunwar Singh University, Ara, Bihar will select the firm among those that pass the minimum technical score. Financial bid of only those firms shall be opened who obtain the qualifying scores.

Each responsive proposal will be given a technical score (Ts). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in this RFP.

The lowest financial Proposal (Fi) will be given a financial score (Fs). The consolidated scores of all the Proposals will be computed as follows:

$$\text{Combined Score} = 70\% * Ts + 30\% * Fs.$$

An organization that scores maximum marks after such evaluation shall be given order.

2.20 Evaluation of Technical Proposal

The Tendering Authority will first undertake a preliminary evaluation of the technical Proposals to check compliance with the eligibility criteria and with reference to completeness of the Proposals including if properly signed and whether the Proposals are generally in order.

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ELIGIBILITY CRITERIA

Below mentioned is the minimum Eligibility criteria decided by the university to identify suitable/pro-elective bidders; whose technical criteria bids then financial bid will be opened.

Sl.No.	Eligibility criteria for the Bidder	Documentary Evidence to be Attached
1	2	3
1	Should be a Government organization/ Government Undertaking Private organization working in the field of web based ERP/UMIS	Relevant Documents are to be Enclosed.
2	Bidder must submit ROC, PAN, GST, ITR and Balancesheet of Last 3 FY 2020-21, 2021-22, 2022-23	
3	The organization need to have a minimum turnover of Rs. 150 Crore in the last three (3) financial years and should be profit making company (profit after tax)	i. Purchase Order/Agreement Copies. ii. Last 3 years audited balance sheet(i.e.F.Y.2020-21,2021-22, 2022-23)
4	The organization should have worked with a minimum of 2 Universities/Board/ any state Government organization providing UMIS related works.	i. Purchase Orders or Agreement Copies/Proof of payment/copy of form 26 AS ii. University/Organization name iii. Scope of Work & value iv. Contact person's name and contact details
5	The bidder should have experience of UMIS Project in any 2 Universities in different department's modules in last 7 years.	i. Purchase Orders or Agreement Copies ii. University/Organization name iii. Scope of Work iv. Contact person's name and contact details
6	The bidder should have 9001:2015, 20000, 27001, CMM 3 certificate (Exempted for Government Organization)	Certificate/ supporting documents to be enclosed.
7	Bidder to submit non- blacklisting certificate on a non-judicial stamp of Rs. 100/-	Certificate/ supporting documents to be enclosed.
8	Bidder should have a Local office in Bihar.	
9	Bidder to submit no fraudulent activities certificate.	Undertaking should be submitted.
10	The tenderers have their own Software professional with relevant experience.	Self-attested copy from authorized person.
11	Details of infrastructures, technical staffs Available for the said work.	Self-attested copy from authorized person should be submitted.

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Evaluation Process (Technical Bid)

Sl.No.	Particulars	Maximum Marks	Marks Scored	Remarks if any
1	2	3	4	5
1	Bidder must be a Government Organization/Government Undertaking Private organization working in the field of web based ERP/UMIS only. Must submit ROC, PAN, GST, ITR, Balancesheet and Turnover above Rs 150 crores in last 3 financial years.	15		Supporting documents are to be enclosed
2	The organization should have worked at minimum 2 universities /Board /any State Government organization, providing UMIS related works.	15		Supporting documents are to be enclosed
3	Employee strength Employees employed in Software design, development, implementation, Procurement, installation, testing, services and support up to 20	2		List of Employees along with designation, experience and technology
	20 – 50	5		
	> 50	10		
4	The bidder should have ISO 9001:2015, ISO 20000, ISO 27001, CMM 3 certificate. (Exempted for Government Organization)	10		Supporting documents are to be enclosed.
5	Demonstration of the proposed software	50		PPT and Brief document of Implementation plan.
Total		100		

2.21 Bid Evaluation

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

Financial bid: Before opening of financial bids of those successful bidders in the technical evaluation their marks obtained shall be made public before them or their authorized representatives. Financial bid shall be given scoring as below:

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[Signature]



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:

$$F_s = 100 * F_l / F$$

Where:

F_s = The financial score of the Financial Proposal being evaluated F_l = The

price of lowest priced Financial Proposal

F = The quoted price of Financial Proposal under consideration

Combined 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 (T_s), and Financial proposals (F_s) shall be used to rank the bidders on the basis of formula given as below:

$$\text{Combined Score} = 70\% * T_s + 30\% * F_s$$

The first ranked i.e. the highest scoring bidder is eligible for appointment.

2.22 Opening and Evaluation of Financial Proposal

After the technical evaluation is completed the Tendering Authority will invite those System Integrators, who have qualified in the technical evaluation for opening of Financial Proposals.

The Bidder's name, the total amount of Financial Proposal and such other details as considered appropriate by the Tendering Authority shall be read out at the opening of Financial Proposal. The System Integrator's representatives shall sign a register in evidence of their attendance.

During evaluation, the Tendering Authority will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail.

2.23 Disqualification of Proposal

The Tendering Authority may at its sole discretion, and at any time during the processing of the Proposal, disqualify any Bidder from the Bidding process if the Bidder has:-

- ❖ Submitted the Proposal after the date and time of submission of Proposals.
- ❖ Made misleading or false representations.
- ❖ Violated any of the terms
- ❖ If found to have a record of poor performance.
- ❖ Submitted Proposal document which is nonresponsive or not accompanied by required documentation as specified in this RFP.
- ❖ Failed to provide clarification, when sought.
- ❖ Submitted more than one Proposal
- ❖ Failed to submit a proposal in accordance with the terms and conditions of this RFP.
- ❖ Failed to submit a Proposal not valid for at least 365 days.
- ❖ Any other reasons, as deemed fit to the Tendering Authority.

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2.24 Award of Contract

After computing the marks, the Tendering Authority shall award the Contract to the selected Bidder who is expected to commence the assignment within 90 days of the signing of the Contract.

After Contract signature, the Tendering Authority shall return the unopened Financial Proposals to the unsuccessful Bidders.

Decision of the Tendering Authority shall be final and binding.

2.25 Payment Terms

All the bidders should submit their payment terms along with the financial bid. Veer Kunwar Singh University, Ara, Bihar shall discuss in detail about the payment terms and amend the payment terms as deems fit to it after it is agreed upon by the selected bidder.

2.26 Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to any other person even under RTI also or to other persons not officially concerned with the process, until the winning firm has been notified.

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CHAPTER – 3: TERMS OF REFERENCE

Selection of System Integrator-cum-Implementation Partner for the design, development, testing, implementation and integration of Complete University Management Information System on Software as service SaaS. By SaaS, it is meant that the selected vendor shall customize, deploy and maintain the University Automation infrastructure and provide the required manpower for smooth and effective running of the system for 5 years from the successful implementation of the system.

3.1 Background

Veer Kunwar Singh University, Ara, Bihar is pursuing wide ranging governance reforms to bring about effective and sustained governance. As a part of its multi-pronged reform approach, **Veer Kunwar Singh University, Ara, Bihar** is addressing challenges with regard to implementation of e-governance by many departments.

It is in this context that **Veer Kunwar Singh University, Ara, Bihar** desires to undertake a design, development, testing, implementation and integration of Complete University Management Information System on Software as a Service (SaaS) Model to improve its operational performance, monitoring and evaluation capability, and to achieve responsive, effective, and accountable governance.

3.2 Scope of Work – Key Tasks

The scope of work for the assignment is as given below: The scope mentioned is not intended to be exhaustive but indicative. Any other additional activity which VKS University deems to be beneficial, will be added to the scope of activities at a later time.

3.2.1 Administration Management

This module may consist of following activity:

User Access Roles and Rights, File Tracking, Transportation Management, RTI Management, Visitors Management, Employee communication system, e-Calendar and Notice Board, Grievances, Mobile Applications, Court-Case Management, etc.

3.2.2 Accounting & Finance

This module may consist of following activity, Budget Management, Finance and Account Management, HRMS & Payroll, Purchase Management, Store and Inventory Management, Vendor Management Platform, On-line payment gateway Integration for all financial transactions, etc.

3.2.3 Human Recourse Management

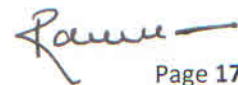
Recruitment, Attendance, Leave Management, Payroll, Transfer, GPF & Pension, Service Book etc.

3.2.4 Estate Management

This module may consist of following activity, Hostel Management, Mess and Canteen Management, Residence, Guest House and Transit Accommodation Management, Stadium & sports, Health Centre Management, Auditorium Management, Shopping Complex Management, Project Management, Equipment Maintenance, Complaint Management, etc.

3.2.5 Library Management System

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3.2.6 Internal Quality Assurance Cell (IQAC)

The system must have the capability to fetch the data according to the various documents required for IQAC. This module may consist of following activity:

360 Degree Feedback, Capacity Building, Research & PhD, Entrepreneurship, Publications, Internal Review, Consultancy, Marketing, Quality and Assurance, Compliance Management (as per AICTE, UGC, NBA etc.), etc.

3.2.7 International Collaboration

This module may consist of following activity:

International Partnership/ Collaboration, Credit Transfer System Management, International Students management, Student/ Faculty Management, etc.

3.2.8 Training, Placement & Industry Integration

This module may consist of following activity:

Training and Placement Management, Industry Integration Section, etc.

3.2.9 Affiliation Portal module

College Registration, College Details, Students Data, University Notifications, Affiliation Process, Re-accreditation Process, Appeal Process, Conditional Accreditation to Accreditation Process, Continuous Monitoring Process, etc.

3.2.10 Students Activity module

Sports Activity, Cultural Program, Student welfare activities, Office of DSW, NSS, NCC, etc.

3.2.11 Website, mobile app development & Management

This module should provide the access the ERP with mobile application and website portal with access to following modules:

University Website Development, University Feeder School Website Development, and mobile app development for the followings:

Student Management System, Examination and Skill Assessment, Library Management System, Internal Quality Assurance Cell (IQAC) module, Training, Placement & Industry Integration module, Students Activity module, Employee records (e.g. Leave status, Salary details etc.), etc.

Note: Complete details of information which is to be accessible on Mobile Application will be finalized during requirement gathering with the concerned departments.

3.2.12 Integration/ Development of Virtual Classroom/meeting/webinar platform

This module required for conducting online classes, meetings, conferences etc. for various population sizes and number of simultaneous instances will be as per the actual requirements with all necessary features including High-definition audio and video conferencing, Secure live streaming, Server-side and local recording, Advanced interactive whiteboard, Advanced collaboration and moderation, Live screen sharing, Polls and surveys, Discussion Forum, Interoperability, Security and Privacy preservation capability (Encrypted Communication and Password protected, Meeting locking facility etc.), Real-Time Private and Group Chat, Change your background capability, Mute your audio and turn off your camera by default and controlled by Organizer, Short keys to various functions, Screen capturing capability, Content sharing, etc.

AKumar.



3.3 Implementation/Terms of Reference expected from Vendor

- ❖ To implement the solution at locations - as required by the Universities in the first phase.
- ❖ University may decide the selected implementation of modules in phased manner.
- ❖ To ensure that the software design and implementation takes care of necessary security aspects such as data safety, access controls, integrity, backup measures and disaster recovery.
- ❖ The Bidder is expected to incorporate all changes in business requirement in the application during the term of the project if any such changes arise. The bidders are expected to capture all the business requirements at the time of SRS study.
- ❖ Implementation and roll out of the solution at all the implementation locations.
- ❖ The system should run efficiently and seamlessly on all common platforms (Windows, Linux, Mac etc.). For users, UI should work on common browsers.
- ❖ The implemented system should be scalable and provide relevant services on mobile and hand held devices.
- ❖ Biometrics and smart-id feature should be included for the appropriate modules. Digital signatures features should also be implemented.
- ❖ Vendor will provide Technical, User & Training manual to university when it desires.
- ❖ One master file for university like student, Examination master etc. and the same should be integrated with all subsystems. Hence no duplication of data. Data flow from various modules should be seamless and the updated data must be visible to all the concerned system.
- ❖ Access of data and particularly amendment access should be to only the concerned authority or user with different level user ID password based system which means access permission at all levels, role based, at various level such as application, module, form and fields. Proper logs will be maintained.
- ❖ The Vendor will provide complete database schema and access to read data so that in the event VKS University decides to change the automation software in part or whole the existing data can be easily and seamlessly ported to the new software.
- ❖ Remote access in a secure and authenticated way when the faculty and students are away from the university.
- ❖ Tenure of work at VKS University, Ara : vendor to use and managed Service model for the above systems are a period of 05 (five) years from date of successful implementation. In particular the vendor must provide automation software installation, commissioning, hardware and software maintenance, regular backup module and complete support for the five years after successful implementation by a dedicated onsite team. Bug fixing, feature enhancement and higher level support may be provided through offsite backend. VKS University Ara expects the complete automation to be implemented in 3 months after the order has been issued.
- ❖ Vendor is required to depute adequate number of Technical personnel at the user sites for minimum 6 months or as deemed fit to the university and mutually agreed by the University and vendor and have to train the complete user staff.
- ❖ Earnest money for bidding and security deposit upto completion of 5 years shall be retained by the university.
- ❖ Managed services will also includes providing software licenses, hardware, bug fixing, enhancements, upgrades, functional and Technical training of VKS University personnel and other related activities.
- ❖ The vendor have to maintain complete confidentiality of system/ data/ process and have to generate user credentials to give the permission to the extent as decided by the VKS University administration.

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RFP of UMIS -ERP | Veer Kunwar Singh University, Ara, Bihar

- ❖ The vendor has to ensure that the software design and implementation takes care of necessary security aspects such as data safety, access controls, integrity backup measures and disaster recovery.
- ❖ The vendor is expected to incorporate all changes in University requirements in the application during the term of the project if any such changes arises.

3.4 Helpdesk Services

Helpdesk will serve as a single point of contact for all incidents and service requests for the users. This will work as a single point of contact for closure / escalation of incidents. The activities shall include:

The System Provider has to ensure that the system is available as per prescribed SLA. The System Provider shall install/develop his/her own tools for monitoring the SLA, at no additional costs to University.

The physical space (room etc.) will be provided by the University, in the campus of University.

University will provide the seating infrastructure, desks, chairs, Personal Computers, Printers, Internet connectivity, Phone Line power supply and connectivity for the helpdesk.

Helpdesk shall operate from 10:30 AM till 05:30 PM (IST) on all working days.

Provide support through necessary channels for reporting incidents to the helpdesk. The incident reporting channels shall be the following:

- ❖ Email support
- ❖ Telephone support
- ❖ Online Incident Management

3.5 Training

- ❖ To impart training to the stakeholders as per the Training plan prepared by the System Integrator in the Phase I and duly approved by the Universities.
- ❖ To train the designated technical and end user staff to enable them to effectively operate the system
- ❖ To prepare training manuals

3.6 General Methodology for Consultancy

- ❖ Review of existing processes, procedures, and systems for the Department concerned whose modules are to be prepared
- ❖ Consultative meetings with the stakeholders.
- ❖ Review of extant rules, procedures, legislative documents and program related documentation.
- ❖ Consultation and collaboration with other ongoing and relevant consultancies (if any).
- ❖ Verification and validation workshops.
- ❖ Review of best practices.

The above methodology is a generic outline and the System Integrator is free to suggest approaches and methodologies based on their own experience and expertise.

3.7 Governance Structure and Ownership

The VKS University will constitute a System Monitoring Committee (SMC) for periodical monitoring of the assignment and for providing the necessary guidance and coordination from time to time. The vendor have to make periodic presentation and liaisoning with the SMC and payment will be made only on the recommendation of SMC. Vendor have to abide with the suggestion / changes suggested by SMC.

Akumar

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Dispute Resolution

In case of any dispute the matter will be placed before the vice-chancellor and his decision shall be final. In case matter is not resolved and requires legal intervention in that case territorial jurisdiction would be Ara.

Akumar

Lawyer



CHAPTER – 4: TECHNICAL PROPOSAL (STANDARD FORMS)

(Comments in brackets [] provide guidance to the Bidders for the preparation of their Technical Proposals; they should be deleted from the Technical Proposals to be submitted)

The following standard forms are enclosed here:-

- ❖ Form TECH 1: Cover letter for submission of Technical Proposal
- ❖ Form TECH 2: Bidder's Organization and Experience
 - (Part A - Organization details of the Bidder)
 - (Part B- Compliance with Eligibility Criteria)
 - (Part C- Bidder's experience in similar projects, specifically for State/Central governments)
- ❖ Form TECH 3: Description of Approach, Methodology and Work Plan for performing the Assignment
- ❖ Form TECH 4: Work Schedule

A Kumar.

Ramu



4.1 Tech - 1 | **Cover Letter for Submission of Technical Proposal**

(On company Letterhead of the Bidder)

Reference: - [Bidder to input reference]

Date:

To,
The Registrar,
Veer Kunwar Singh University,
Ara, Bihar – 802301

Subject: Technical Proposal in response to Request for Proposal for the design, development, testing, implementation and integration of Complete University Management Information System

Dear Sir,

We, the undersigned, offer to provide the consulting services for the design, development, testing, implementation and integration of Complete University Management Information System in accordance with your Request for Proposal dated [Insert Ref No. Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

We understand you are not bound to accept any Proposal you receive and you reserve the right to reject any proposal without assigning any reason thereof.

It is hereby affirmed that I/We are duly authorized to act on behalf of our organization and empowered to sign this document as well as such other documents that bind our organization into legal agreements with **Veer Kunwar Singh University, Ara, Bihar** as may be required with reference to the subject mentioned above.

Yours sincerely,

Authorized Signature [In full and initials]:

A Kumar

Ramesh



4.2 Tech - 2 | Bidder's Organization and Experience

4.2.1 Part - A | Organization Details of the System Integrator

(All Contact information should be complete and include telephone, fax and email details and duly signed and sealed)

Name of the Organization		
Registered Office Address		
Year of Establishment in India		
Year of Establishment		
Core Business of the Organization		
Name, Title & Contacts of the Head of the Organization in India.		
Name, Title and Contacts of the Authorized Signatory		
Name, Title and Contacts of the Person to whom all Communication is to be addressed.		
Total Annual Turnover (Enclose audited annual financial statements)	Year	Audited (Y/N)
	2020 - 21	
	2021 - 22	
	2022 - 23	
Total number of permanent employees in the Organization in India.		

A Kumar.

Ramesh —



4.2.2 Part - B | Compliance with Eligibility Criteria

(This form is to be filled up for each of the Eligibility Criteria. Fill in the conformance details in the respective columns of the table)

RFP Reference Number: - [Bidder to input reference]

Name of the Organization: - [To be Filled]

S.No	Criteria	Meets (Y/N)	Supporting Details with Reference to Annexure/ Page numbers in the Technical Proposal
1	Whether it is a Government Organization or Central Government Public Sector Undertaking or Private organization working in the field of web based ERP/UMIS		
2	Our organization has not been blacklisted or banned by any state or central		
3	Annual turnover of is Rs 150 crores or above in the last three financial years as revealed from the Audited Annual Financial Statements.		
4	Permanent Account Number Attached		
5	GST Number		
6	Demonstration of the Proof of Concept (PoC) of the functionalities		
7	Organization has been engaged in IT projects/solutions business for a period of at least five years as on last date of submission of this RFP		
8	Organization has experience of implementing ERP in at least two reputed State Government Universities / Central Government Universities		
9	Purchase order copy & satisfactory performance from the competent authority of the University in which it is running are enclosed along with the bid.		

Akumar.

Ramesh



4.2.3 Part - C | (Bidder's experience in similar projects, specifically for State/Central government Universities)

The bidder should provide details of the organization where they have provided such services earlier with the name of the project, period, the organization where services provided and other details as necessary. Name, address, contact detail of such organization should also be provided where the firm has provided such services earlier.

AKumar

Ramesh —



4.3 Tech - 3 | Description of Approach, Methodology and Work Plan for performing the Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (inclusive of charts and diagrams wherever necessary) divided into the following three chapters:-

- ❖ Technical Approach and Methodology,
- ❖ Work Plan, and
- ❖ Organization and Staffing,

4.3.1 TECHNICAL APPROACH AND METHODOLOGY

In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

4.3.2 WORK PLAN

In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the ToR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.

4.3.3 ORGANIZATION AND STAFFING

In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

A Kumar

Ravi —



4.4 Tech - 4 | Work Schedule

(For each phase of work as mentioned in the ToR, please provide breakdown of work schedule. The Reports mentioned should be in conformance with the Deliverables mentioned in Chapter – 3: Terms of Reference)

S.No	Activity/ Submission of Reports	Months									
		1	2	3	4	5	6	7	8	9	n

- ❖ Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. Indicate activities, delivery of reports, and benchmarks separately for each phase.
- ❖ Duration of activities shall be indicated in the form of a bar chart.

A Kumar.

Ramesh —

UNDERTAKING BY THE BIDDER

FORMAT FOR CERTIFICATE TO BE SUBMITTED / UPLOADED BY TENDERER ALONGWITH THE TENDER DOCUMENTS

I (Name and designation)** appointed as the attorney/authorized signatory of the tenderer.

M/s (hereinafter called the tenderer) for the purpose of the Tender documents for the work of as per the tender No. of (Veer Kunwar Singh University, Ara)**, do hereby solemnly affirm and state on the behalf of the tenderer including its constituents as under>

1. I/we the tenderer (s) am/are signing this document after carefully reading the contents.
2. I/We the tenderer(s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I/We hereby declare that I/we have purchased the tender documents from Veer Kunwar Singh University, Ara. I/we have verified the content of the document and there is no addition, no deletion or no alteration to the content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenders, execution of work or final payment of the contract, the master copy available with the Veer Kunwar Singh University, Ara shall be final and binding upon me/us.
4. I/We declare and certify that I/We have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. **I/We also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.**
6. **I/We declare that the information and documents submitted along with the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.**
7. I/We certify that I/we the tenderer(s) is/are not blacklisted or debarred by any university or any other Ministry/Department of Govt. of India from participation in tender on the date of submission of bids, either in individual capacity or as a HUF/ member of the partnership firm/LLP/Society/Trust.

AKumar



8. I/We understand that if the contents of the **certificate** submitted by us are found to be forged/false or incorrect at any time during process for evaluation of tenders, it shall lead to forfeiture of the Bid Security besides banning of business for a period of upto five year. Further, I/we (*insert name of the tenderer*)** _____ and all my/our constituents understand that my/our offer shall be summarily rejected.
9. I/We also understand that if the contents of the **certificate** submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of Bid Security/Security Deposit besides any other action provided in the contract including banning of business for a period of upto five year.
10. I/We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India and certify that I am/we are not from such a country or, if from such a country, have been registered with the competent Authority. I/we hereby certify that I/we fulfil all the requirements in this regard and am/are eligible to be considered (evidence of valid registration by the competent authority is enclosed)

SEAL AND SIGNATURE
OF THE TENDERER

Place :

Dated :

**The contents in Italics are only for guidance purpose. Details as appropriate are to be filled in suitably by tenderer.

AKumar

CHAPTER – 5: FINANCIAL PROPOSAL (STANDARD FORMS)

(Comments in brackets [] provide guidance to the Bidders for the preparation of their Financial Proposals; they should be deleted from the Financial Proposals to be submitted)

The standard forms include:-

- ❖ Form Fin – 1: Cover Letter for Submission of Financial Proposal
- ❖ Form Fin – 2: Financial Proposal

AKumar

Ramesh —



5.1 Fin - 1 | Cover Letter for Submission of Financial Proposal

(On company Letterhead of the Bidder)

Reference No: -

Dated: -

To
The Registrar,
Veer Kunwar Singh University,
Ara, Bihar- 802301

Subject: Financial Proposal based on Software as a Service (SaaS) Model in response to Request for Proposal for the design, development, testing, implementation and integration of Complete University Management Information System

Dear Sir,

We, the undersigned, offer to provide the consulting services for the design, development, testing, implementation and integration of Software as a Service (SaaS) Model Complete University Management Information System in accordance with your Request for Proposal dated [Insert Ref No. Date] and our Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period as specified in the RFP.

We understand you are not bound to accept any Proposal you receive and reserves the right to reject any proposal without assigning any reason thereof.

Yours sincerely,

Authorized Signature

A Kumar



5.2 Fin - 2 | Financial Proposal

Name of the Bidder:

Address:

Group I (Administrative)			
Item/ Description	Price	Taxes as applicable	Total Price Inclusive of All Taxes
1. Administration Management 2. Internal Quality Assurance Cell (IQAC) 3. International Collaboration 4. Affiliation Portal module			
GROUP TOTAL			

Group II (Finance)			
Item/ Description	Price	Taxes as applicable	Total Price Inclusive of All Taxes
1. Accounting & Finance 2. HRMS & Payroll 3. Estate Management 4. Self Service Portal for Employees			
GROUP TOTAL			

[Handwritten Signature]

AKumar



Group III (Miscellaneous)				
Item/ Description	Price	Taxes as applicable	Total Inclusive Taxes	Price of All
1. Library Management System 2. Students Activity module 3. Training, Placement & Industry Integration 4. Website, mobile app development & Management 5. Integration/ Development of Virtual Classroom/meeting/webinar platform.				
GROUP TOTAL				

Item/ Description	Price	Taxes as applicable	Total Price Inclusive of All Taxes
❖ Total Module Cost (Group I, II & III) ❖ Solution Hosting ❖ Helpdesk Services ❖ Manpower Resources ❖ Training & Capacity Building			
TOTAL			

Place:

Bidder's signature with seal:

Date:

- ❖ Indicate the total costs, including deployment and testing cost, excluding taxes to be paid by Tendering Authority. Such total costs must be comprehensive and inclusive of all services to be provided as per the scope of work mentioned in the ToR. The Costs quoted above shall be inclusive of costs pertaining to travel/stay, per diem and any other allowances payable to the staff deployed by the bidder for the assignment.