

UNIVERSITY OF MUMBAI



Notice for Tender

E-Tender for **SAAS (Software as a Service)**

University of Mumbai, invites proposals from reputed and experienced companies to participate in the competitive bidding process to

- 1. Development of Enrollment, Eligibility & Migration Modules on SAAS Basis for University of Mumbai**
- 2. Development of Admission to Evaluation System On SAAS Basis for Institute of Distance and Open Learning (I.D.O.L.) of University of Mumbai**

For the detailed Tender document, interested bidders should visit

<https://dhe.maharashtra.etenders.in> or www.mu.ac.in

Tender submission would be online and the deadline to submit the proposals is 3rd June, 2016 at 13.00 Hrs.

Sd/-
Registrar
University of Mumbai

Tender Invitation

For

Development of Admission-to-Evaluation System

On SAAS “software as a service” basis



INSTITUTE OF DISTANCE AND OPEN LEARNING (IDOL)

University of Mumbai

Ref No:

Date of Issue: 20/05/2016

Last date of Submission: 03/06/2016

INSTITUTE OF DISTANCE AND OPEN LEARNING (IDOL)

University Of Mumbai

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INSTITUTE OF DISTANCE AND OPEN LEARNING (IDOL)

University Of Mumbai

E-Tender Notice No.: IDOL/2016-17/2813 Dated: 20.05.2016

Invitation for TENDER

Institute of Distance and Open learning, University of Mumbai, henceforth referred as **IDOL**, invites Tender from reputed software consultancy firms for automation of IDOL activities that primarily include developing a system for Admission to Evaluation on SaaS basis; The system will mainly have

1. **Student interface:** For sending and receiving information by students, i.e., accepting forms, distributing printouts, hall tickets, payment receipts, study material forms, certificates related to eligibility, scholarships, transfer and migration, and for tracking the status of the filled-in forms and other activities related to student interests.
2. **Staff interface:** For disseminating information like admission approval, hall tickets, etc., by staff, handling modification requests, generating reports, cancellation, upload, etc., and general administrative activities.
3. **Stakeholder interface (dashboard):** Display information about the activities for users and guests; facilitate communication between IDOL, University and its extended family (students, teachers, administrators, collaborators, content creators, University authorities, etc.); facilitate management and evaluation of course content.

VENDORS having experience of successful execution of similar projects are invited. The detailed TENDER document is available at IDOL website www.mu.ac.in/http://mu.ac.in/portal/distance-open-learning. The TENDER shall be submitted along with the necessary supporting documents and Tender Document fee of Rs. 10,000/- (Rupees Ten Thousand Only) (Non – Refundable) with EMD fee of Rs.1,00,000/- (Rupees One Lakh Only) (Refundable) as per the date and time mentioned in the document.

This TENDER document contains the scope of work, qualifying requirements, terms and conditions, forms and procedure for submission of proposal for interested Organizations. The Bidder, submit a detailed technical and financial proposal (Two BID System) for the objectives set forth in this TENDER document. IDOL reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. Please visit IDOL website at [www.mu.ac.in_or https://dhe.maharashtra.etenders.in](http://www.mu.ac.in_or_https://dhe.maharashtra.etenders.in) contact the undersigned for more technical details.

Note: In the event of any dispute or differences in connection with the tender, these matters will be subject to arbitration by the Vice-Chancellor of University of Mumbai, governed by the provisions of Arbitration Act 1940 in Mumbai.

Sd/-

Registrar

University of Mumbai

INSTITUTE OF DISTANCE AND OPEN LEARNING (IDOL)

University Of Mumbai

Tender Schedule

Sr. No	Particulars	Start Date	End Date
1.	Tender Publish	20.05.2016 At 15.00 Hrs.	03.06.2016 At 13.00 Hrs.
2.	Online bid preparation and hash submission	03.06.2016 At 16.00 Hrs.	04.06.2016 At 15.00 Hrs.
3.	RFP Document Download	20.05.2016 At 15.00 Hrs.	03.06.2016 At 13.00 Hrs.
4.	Pre-Bid Meeting	27.05.2016 At 11.00 Hrs.	-----
5.	Last Date of Bid submission	03.06.2016 At 15.01 Hrs.	03.06.2016 At 16.00 Hrs.
6.	Technical –Bid Qualification Opening	04.06.2016 At 15.30 Hrs.	-----
7.	Commercial Bid Opening	06.06.2016 At 11.00 Hrs.	-----

INSTITUTE OF DISTANCE AND OPEN LEARNING (IDOL)

University Of Mumbai

Tendering Procedure:

- 1) All eligible / interested bidders are required to be enrolled on the <https://dhe.maharashtra.etenders.in> portal before downloading tender documents and participate in e-tendering. Bidders are requested to contact the following telephone numbers for clarification of doubts/information/difficulty if any regarding online enrolment or obtaining digital certificate.
- 2) Bidders should submit the tender documents online. Bidders who wish to submit the payment of EMD by RTGS/NEFT should pay the same two working days in advance before the last day of bid preparation. Cost of tender form of Rs. 10,000/- (Rupees Ten Thousand Only) (including VAT) should be credited into University account by online payment gateway, before opening of the technical bid. Otherwise bidders cannot participate in e-tendering.
- 3) Other instructions can be seen in the Tender form. All or any one of the Tenders may be rejected by the competent authorities.
- 4) Earnest Money Deposit: Rs 1,00,000/- (Rupees One Lakh Only) through online payment via net banking mode by the electronic tendering system of Government of Maharashtra, which is available on the portal <https://dhe.maharashtra.etenders.in>

Bidder can refer to the instructions below to submit their proposals on the e-tendering portal. However, these are only broad details, and bidders are advised to refer to <https://dhe.maharashtra.etenders.in> for further details about the e-tendering process. For queries related to e-tendering portal, Mahatender, kindly contact 1800 3070 2322, +91-7878107985 or +91-7878107986.

1. Blank Tender Forms

Tender forms can be purchased from the e-Tendering portal <https://dhe.maharashtra.etenders.in> after paying Tender fees by online gateway as per the Tender schedule.

2.Pre-TENDER Requirements

2. a. The Tender submitted by the bidder shall be based on the clarification, and additional facility offered (if any) by the University, and this Tender shall be unconditional. Conditional Tenders shall be summarily REJECTED.

2. b. All bidders are cautioned that Tenders containing any deviation from the contractual terms and conditions, specifications or other requirements and conditional tenders will be treated as non-responsive. The bidder should clearly mention in a forwarding letter that his offer (in envelope No 1 and 2) does not contain any conditions or deviations from terms and conditions stipulated in the tender.

2. c. Bidders should have valid Class II / III Digital Signature Certificate (DSC) obtained from any certifying authorities. In case of requirement of DSC, interested bidders should go to <http://maharashtra.etenders.in/mah/DigitalCerti.asp> and follow the procedure mentioned in the document 'Procedure for application of Digital Certificate.

2. d. Bidders participating in e-tendering for first time on the Government of Maharashtra e-tendering portal will have to complete the online registration process for the e-tendering. A link for enrolment of new bidders has been provided bidder manual kit <https://dhe.maharashtra.etenders.in> or contact the 24x7 help desk on 180030702232/+917878107985/860 & + 917878007972/73.

2. e. Bidders should install the mandatory components available on the home page of <https://dhe.maharashtra.etenders.in> under the section 'Mandatory Components' and make the necessary browser settings.

3. Guidelines to bidders on the operations of Electronic Tendering System of Government of Maharashtra (<https://dhe.maharashtra.etenders.in>)

1. Enrolment of bidders on Electronic Tendering System:

Bidders interested in participating in the Tenders processed using the Electronic Tendering System shall be required to enrol on the Electronic Tendering System to obtain a User ID. After submission of application for enrolment on the System, the application information shall be verified by the Authorized Representative of the Service Provider. If the information is found to be complete, the enrolment submitted by the bidder shall be approved.

2. Obtaining a Digital Certificate:

The bid data that is prepared online is required to be encrypted and the hash value of the Bid data is required to be signed electronically using a Digital Certificate (Class – II or Class – III). This is required to maintain the security of the Bid Data and also to establish the identity of the Bidders transacting on the System.

The Digital Certificates are issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities of Government of India through their Authorized Representatives, upon receipt of documents required to obtain a Digital Certificate.

Bid data / information for a particular Tender may be submitted only using the Digital Certificate, which is used to encrypt the data / information and sign the hash value during the Bid Preparation and Hash Submission stage. In case during the process of preparing and

submitting a Bid for a particular Tender, the bidder loses his/her Digital Signature Certificate (i.e. due to virus attack, hardware problem, operating system problem, etc.), he/ she may not be able to submit the bid online. Hence, users are advised to store their Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case a need arises. In case of online tendering, if the Digital Certificate issued to an Authorized User of a Partnership Firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate / power of attorney to that user to submit the bid on behalf of the Partnership Firm that has authorized a specific individual via an authorization certificate signed by a partner of the firm (and in case the applicant is a partner, another partner in the same firm is required to authorize) to use the digital certificate as per Indian Information Technology Act, 2000.

Unless the digital certificate is revoked, it will be assumed to represent adequate authority of the Authority User to bid on behalf of the Firm for the tenders processed on the Electronic Tender Management System of Government of Maharashtra as per Indian Information technology Act, 2000.

The Digital Signature of this Authorized User will be binding on the Firm. It shall be the responsibility of Partners of the Firm to inform the Certifying Authority or Sub Certifying Authority, if the Authorized User changes, and apply for a fresh Digital Signature Certificate. The procedure for application of a Digital Signature Certificate will remain the same for the new Authorized User.

The same procedure holds true for the Authorized Users in a Private / Public Limited Company. In this case, the Authorization Certificate will have to be signed by the Director of the Company or the Reporting Authority of the Applicant.

For information on the process of application for obtaining Digital Certificate, the Contractors may visit the section Digital Certificate on the Home Page of the Electronic Tendering System.

4. Hardware and Software requirement for bidder to upload the tender form

A) System requirements

- a. Operating System: Windows XP with service pack 3 or Windows 7 or Windows 8.
- b. Other software like Microsoft office 2003 and above, Antivirus, Adobe PDF Reader, PDF convertor, WinRar, etc.
- c. Browsers: Firefox 3.5 and above or IE 9 and above or Chrome 18 and above. ActiveX

/JavaScript should be enabled. Turn off the pop up blocker i.e. allow 'pop ups'

- d. Java Runtime Environments (JRE): JRE 64 version 1.6 and above to be installed if

your windows OS is 64 bit

e. JRE 32 bit version 1.6 or above for token operation.

B) Digital Signature Certificate

a. Digital Signature Certificate (**Signing and Encryption Certificates**) of **Class-III** or type **Class-II** issued by any Certifying Authority (CA) under Controller of Certifying Authority of India .

b. At present **nCode, digi Solution, e-Mudra** are Certified Authorities authorized by Controller of Certifying Authority (CCA) to name a few.

c. DSC Drivers are to be installed in the system.

d. **DSC should be procured / purchased at least one day in advance** before enrolment in the portal.

C) Internet

Dedicated Broadband Internet connection with minimum 1 mbps speed or above.

D) Others: UPS, Scanner, Printer.

5. Set up of Computer System for executing the operations on the Electronic Tendering System:

To operate on the Electronic Tendering System of Government of Maharashtra, the computer System of the Contractors is required be set up. The Contractors are required to install Utilities available under the section Mandatory Installation Components on the Home page of the System.

The Utilities are available for download freely from the above mentioned section. The Contractors are requested to refer to the E-Tendering Toolkit for Bidders available online on the Home page to understand the process of setting up the System, or alternatively, contact the Helpdesk Support Team on information / guidance on the process of setting up the System.

6. Payment for Fees

For the list of options for making online payments, the Bidders are advised to visit the E-Tendering Toolkit for Bidders on the Home page of the Electronic Tendering System

7. Steps to be followed by Bidders to participate in the e-Tenders processed by University of Mumbai for IDOL

1. Bidding Instructions

1. Bidder / Agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
2. The complete bidding document has been published on <https://dhe.maharashtra.etenders.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Tendering) subject to the submission of required tender / bidding document fee and EMD.
3. Bidders who wish to participate in this bidding process must register on <https://dhe.maharashtra.etenders.in>
4. To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class II, Class III) as per information Technology Act-2000 using which they can digitally sign and Encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency (TCS, Safecrypt, Ncode, etc.). Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
5. A two-envelope selection procedure shall be adopted.
6. Bidder (authorized signatory) shall submit their offer online in electronic formats for technical (including prequalification documents) and financial proposal.

INSTITUTE OF DISTANCE AND OPEN LEARNING (IDOL)

University Of Mumbai

1. Pre-Qualification (Eligibility) Criteria for the bidders:

University of Mumbai invites Tender for IDOL only from experienced Software Consultancy Organizations (henceforth, will be referred to as Vendor) with expertise in software Development. Customization, Maintenance, Management and User support with On site services and Services at Distributed locations all over India with a wide spread in Maharashtra and in the Jurisdiction of University of Mumbai in particular for Computerization of Admission to Evaluation Processes, having following terms of Reference(TOR).

- I. The Bidder shall be a single responsible entity, registered as a Company, Firm or Society under respective acts in India and should have prominent presence in existence in Maharashtra.
- II. The Bidder should have the presence in Indian IT Market at least from last 10 Years with registered Office and logistics facility for easy access and availability of upgrades in India to ensure the proper backend support for smooth execution and post-sale maintenance operations of such kind of geographically wide spread Network.
- III. The Bidder should have experience of more than 10 years in supplying Admission and Examination processing Software solutions to the Educational Institutions having enrolment over 25 thousand students.
- IV. The Bidder should have experience of more than 10 Universities or Education boards or Institutes of National Importance (INI), Experience of implementation of a learning management system is desirable.
- V. The Bidder should have experience of working/providing Software services to admission and examination related work of at least 2 Distance Education / Open Learning University / Govt. Institutions / organizations / INI.
- VI. The Bidder should have above installations/Service contracts preferably in Maharashtra for similar systems.
- VII. The Bidder should be capable of delivering all the required modules of the system. No Subcontracting will be allowed.

VIII. **Following certificates are mandatory;**

- i) Company Registration
 - ii) Shop and Establishment
 - iii) VAT/CST Registration with tax clearance or latest paid challan.
 - iv) Service Tax Registration with tax clearance or latest paid challan.
 - v) Provident fund Registration
 - vi) Professional Tax Registration and tax clearance or latest paid challan.
- IX. ISO 9001-2008 and ISO 27001 : 2013 Certification is must
- X. Income Tax returns of the last three financial years (FY 2012-13.2013.14.2014.15) is must.
- XI. The Turnover* of the Bidder should be more than Rs 10 Crore for last three financial years in the similar business. Audited Balance sheet from CA should be attached.
(*Turnover shall be from sales/service from Examination Related activities).
- XII. Bidder have to submit Solvency certificate of Rs 30 lakhs from Nationalised / Schedule Bank.
- XIII. The Agency shall have clean legal records or should not be blacklisted by any Govt. organization University /Education Board or nor debarred from bidding in any govt. organisation. Notarized affidavit is to be submitted.
- XIV. All the above claims by the Bidder should be supported by authentic documents and verifiable Certificates.

2. General Conditions:

- I. This Invitation for Bids is open to all suppliers.
- II. Selection of Bidder will be made purely on merit, past experience and reputation. As the work to be entrusted is of very sensitive and important in nature, merely quoting lower rates will not make the Bidder eligible for selection.
- III. **Bidder Experience:** The Bidder should have an ability to satisfy our requirements and should have an experience for similar kind of supply and Installation of Admission and Examination Processing Software System in any Government Organization, Public Sector undertaking or Private Sector. The offer should accompany the Proof for the same in terms of supporting documents like Customer Purchase order copies, Past Experience and Past performance supporting documents clearly mentioning the Name of the

customer, order value with Satisfactory Completion certificate issued by the customer for establishing the credibility of the Bidder

IV. Should have technically qualified and well-experienced strong in-house resource based on company role.

V. There should be no overwriting in the bidder's offer. If required, striking out entries and writing afresh the bidder can make corrections. The initials of the bidder's authorized person and the seal of the bidder's company must verify each correction. All rates given in this tender must be expressed as Unit Price as stated in **Appendix 'A'**. After award of the contract, if the bidder does not perform the work satisfactorily or delays the execution of the contract, University of Mumbai reserves the rights to cancel contract and get the balance contract executed by another party of its choice. In such case, no payment shall be remitted to the bidder and his EMD /Security deposit shall be forfeited. The performance Guarantee will be revoked.

VI. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and the University will in no case be responsible or liable for these costs.

VII. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

VIII. Period of Validity of Bids

Bids shall remain valid for 120 days (for one time purchase) after the date of bid opening prescribed by the University. A bid valid for a shorter period shall be rejected by the University as non-responsive.

IX. Late Bids

Any bid received by the University after the deadline for submission of bids prescribed by the University, will be rejected and/or returned unopened to the Bidder.

X. Clarification of Bids

During evaluation of bids, the University may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

XI. Contacting the Purchaser

No Bidder shall contact the University on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the University, it should do so in writing. Any

effort by a Bidder to influence the University in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

XII. University's Right to Accept Any Bid and to Reject Any or All Bids

The University reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders.

XIII. Authorized Signatory:

The 'Applicant' mentioned in the TENDER document shall mean the one who has signed the TENDER document form. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative. All the sheets and the forms submitted by the vendor shall be signed by the person/persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp.

XIV. Signing of Contract

At the same time as the University notifies the successful bidder that its bid has been accepted, the University will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract and return it to the University. If bidder fails to do the same, his EMD will be forfeited and next bidder will be called for agreement.

XV. Delays in the Supplier's Performance

Delivery of the system shall be made by the Supplier in accordance with the time schedule specified by the University. If at any time during performance of the Contract, the Supplier should encounter conditions impeding timely delivery of the system components, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the University shall evaluate the situation and may, at its discretion, extend the Supplier's time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

XVI. The successful bidder has to train the University's designated staff for the Operation free of cost.

3. Prices and Taxes:

- a. Prices quoted by the Bidder should be generally per student and compliant with the units stated otherwise. The prices should be with 3 years warranty w.e.f. implementation of the system.
- b. Prices quoted by the Bidder should be inclusive of all types of taxes, Octroi, etc complete and delivery at University of Mumbai. The rates should be quoted inclusive of supply, installation, commissioning, acceptance, warranty, maintenance, training and support during warranty period and delivery as per schedule.
- c. **The amount of Security Deposit / Performance Guarantee shall be 5% of the cost. In case of successful tenderers the amount of Earnest Money Deposit shall be converted into Security Deposit / Performance Guarantee and shall be refunded after the warranty period is over. The University may demand additional security in the form of bank guarantee from nationalized bank.**

4. Deliveries and Completion:

The job of setting up of the System at the specified location(s) directed by IDOL, University of Mumbai, has to be completed latest by the end of 4th week from the date of confirmed work order. All user/system documentation of the system along with the required software and source code are to be provided by the successful bidder. Data is to be handed over to the University as and when asked for.

5. Terms of Payment:

FOR PART A:

- a. On the basis of number of successful transactions per month. It shall be certified by the Director, IDOL.
- b. Deductions: Any payment that may be made to the bidder in respect of the supply of the material in terms of the tender will be subject to the deduction of taxes applicable at source at the rate in force from time to time.

6. Submission of Tender:

For the purpose of selection of the bidder, a two-stage bidding process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid and Commercial Bid, which must be submitted separately.

Technical bid should contain documents as per Form A

It is only when the information about the company in technical bid is found satisfactory; the commercial part will be opened.

Commercial bid should contain price of the System as per format supplied by the University along with the Tender form, duly filled and signed by the authorized person.

7. Evaluation of the Tender :

Evaluation under Combined Quality Cum Cost Based System shall be carried out by following the criteria given hereunder:

Sr.No.	Criteria	Weightage (100%)
1	Technical Section	70%**
		(on Scale of 100)
	<ul style="list-style-type: none"> Experience of working in Education Sector for 10 or more years – 20 Marks 	20
	Past Experience of assignments of similar nature of computerization (Supply / Services); <ul style="list-style-type: none"> More than 7 Assignments 20 Minimum 5 Assignments - 15 Minimum 3 Assignments - 10 Minimum 2 Assignments - 5 Less than 2 Assignments – 0 	20
	Number of modules for which the bid has been offered(Refer to the Commercial bid format table in Pro-forma-III below)	15
	Methodology, work plan and understanding of the assignment	15
	Demonstration of the System. (Weightage will be given for readiness of the product with reference to the user requirement)	15
	Professional Competence of the team members (Refer Form - A for details)	15

****The minimum qualification marks in technical section shall be 60, interested agency shall have to achieve minimum of 60 marks out of the 100 marks (weightage 70%) to get qualified**

The envelopes containing the technical specifications shall be opened first and the scores will be given. The technical specifications will be allotted weightage of 70% while the Time-cost section will be allotted weightage of 30%. First 5 RFP scoring high in the technical section shall be shortlisted. The time of proposal of those shortlisted RFPs shall be evaluated further. Proposal with the lowest cost will be given a financial score of 100. The Financial score of the other proposals will be computed by employing the formula LEC divided by EC, where LEC stands for lowest evaluated cost and EC stands for evaluated cost. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The

proposal securing the highest combined marks and ranked H-1 will be invited for negotiations if required and can be recommended for award of contract.

Example:

In this particular case of selection the weightage of the technical bids and financial bids is kept as 70:30. Let in response to this Invitation for RFP, 3 proposals A, B and C are received and the technical evaluation committee awards them 75, 80 and 90 marks respectively. All the 3 proposals are found technically suitable and their financial proposals are opened. The bid evaluation committee examines the financial proposals and evaluates the quoted prices as follows:

Evaluated cost of the proposals

A. Rs 120

B. Rs 100

C. Rs 110

Use the formula $LEC \div EC$, where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gives them the following points for financial proposals:

A: $100 / 120 = 83$ points

B: $100 / 100 = 100$ points

C: $100 / 110 = 91$ points

In the combined evaluation, thereafter, the evaluation committee calculates the combined and financial score as follows:

proposal A: $75 \times 0.70 + 83 \times 0.30 = 77.4$ points.

proposal B: $80 \times 0.70 + 100 \times 0.30 = 86$ points.

proposal C: $90 \times 0.70 + 91 \times 0.30 = 90.3$ points.

The three proposals in the combined technical and financial evaluation will be ranked as follows:

proposal A: 77.4 points : H3

proposal B: 86 points : H2

proposal C: 90.3 points : H1

Proposal C at evaluated cost of Rs 110 is, therefore, declared as winner and recommended for negotiations/approval, to the competent authority.

While the above procedures lay down the overall guidelines, IDOL and UOM, Mumbai reserve the right to select the Bidder based on other parameters at their discretion.

8. Cancellation of Contract:

In case of any breach of any terms and conditions by the successful bidder / contractor, University of Mumbai reserves the right to cancel the agreement by giving 7 days' notice to the Bidder.

9. Liquidated Damages

If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the University shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% per week of the value of undelivered price of the Goods or unperformed Services limited to 5% of value of services requisitioned. Once the maximum is reached, the University may consider termination of the Contract.

10. Termination for Default

The University may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or part at risk and cost of defaulting Supplier:

- a. If the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the University, or
- b. If the Supplier fails to perform any other obligation(s) under the Contract, or
- c. If the Supplier, in the judgment of the University has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d. If the Supplier fails to provide service satisfactorily as per the expectations.

For the purpose of this Clause:

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

11. Warranty:

The Supplier warrants that the system supplied under this Contract is highly customized, of the most recent or current models and accepted at the final destination indicated in the Contract. The University shall promptly notify the Supplier in writing of any claims arising under this warranty.

Upon receipt of such notice, the Supplier shall, within the period specified in by the University and with all reasonable speed, repair or rectify the defects in the System or parts thereof, without cost to the University other than, where applicable, the cost of inland delivery of the repaired or rectify to the final destination. If the Supplier, having been notified, fails to remedy the defect(s) within the period specified, the University may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the University may have against the Supplier under the Contract.

12. Conditions during Warranty

The Bidder should fulfil following conditions during the warranty:

- (a)Catastrophic Failure:** Catastrophic failure will be defined as total failure of System. Any such fault will be attended to and rectified by the Supplier within 8hrs of reporting the fault, failing which University shall impose penalty to the Supplier as decided by the University.

(b) Major Faults: This will be defined as main part of System. Any such fault will be attended to within 12hrs of reporting and rectified within 24hrs, failing which University shall impose penalty to the Supplier as decided by the University.

(c) Minor Failure: This will be defined as failure of few parts of System and all accessories which will not drastically affect the overall performance of the installed system. Any such fault will be attended and rectified within seven days, failing which University shall impose penalty to the Supplier as decided by the University.

13. Maintenance: The supplier will accomplish preventive and breakdown maintenance activities to ensure that all Software / hardware / Units execute without defect or interruption. If any critical component of the entire configuration is out of service for more than three days, the Supplier shall either immediately replace the defective unit or replace it at its own cost. The Supplier will respond and commence support within 12hours of being notified of equipment malfunction.

14. Manuals

Before the product/software and/or equipment are taken over by the University, the Supplier shall supply operational and maintenance manuals together with drawings of the product/software and/or equipment along with the required software. It shall be in such details as will enable the University to operate, maintain, adjust and repair all parts of the product/software and/or equipment as stated in the specifications. The manuals and drawings shall be in the ruling language (English) and in such form and numbers as stated in the contract. Unless and otherwise agreed, the product/software and/or equipment shall not be considered to be completed for the purpose of taking over until such manuals and drawings have been supplied to the Purchaser.

15. Tenders received late, incomplete tenders and tenders not in conformity with our prescribed specifications, terms and conditions will be rejected. University of Mumbai will not be responsible for postal delay, non-receipt / non-delivery of tender documents or loss of documents in transit.

16. Notwithstanding anything contained in the memorandum and/or articles of association of the party the Civil Court situated at Mumbai will have the jurisdiction to deal and decide any matter arising out of the order.

I/We have read all the enclosed Terms and Conditions carefully and ready to accept and according to that I/We are submitting herewith the tender.

B. Selection of Vendor:

1. University of Mumbai shall publish tender through e-tendering site
2. The interested vendors may also carry out the required study of the requirements, at their own cost, based on the Terms Of Reference(TOR) of This RFP.
3. The interested vendor shall submit a detailed Technical and Financial Proposal as per tender document.
4. The technical proposals submitted by the vendor shall be evaluated by Technical Evaluation Committee.
5. The short listed vendors will be required to provide detailed demonstration of similar types of works undertaken by them earlier, on specified date as will be decided by the University, in consultation with the vendor.
6. The financial proposal of the short-listed vendors will be evaluated by the Evaluation Committee formed by the authority of University of Mumbai.
7. In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice-Chancellor, University of Mumbai and the same will be Governed by the provision of Arbitration act 1940 in Mumbai.

C. SCOPE OF WORK

A. Introduction

The institute caters 80000 plus students. It offers around 34 courses and is in the process of initiating a number of new courses in the coming years.

The students are divided into two groups namely, FRESH (regular) admission and REPEATERS (those who have already taken admissions in the previous years and will be appearing for previous year exams and This year classes plus exams as the case may be).

This Solution should cater the requirement of serving the stake holders at almost all the instances: from admission to evaluation.

B. The System Specifications:

The system should have three interfaces namely,

1. **Student interface:** For sending and receiving information by the students, i.e. accepting forms, distributing printouts, hall tickets, payment receipts, study material forms, Eligibility, Scholarship, Transfer, Migration related certificates, and for tracking the status of the form filled and other activities of the Students' interests.

Students should be able to access the interface from any place by connecting to his / her internet. However, providing outlets to support students to complete the transactions from the places in India, rural India in particular is desirable (price could be quoted per student per transaction and / or usage per machine per minute).

2. **Staff interface:** For disseminating information like Admission approval, Hall tickets etc., by staff, Handling modification requests, generating reports, cancellation, upload etc., and general administrative activities.
3. **Stakeholder interface (Dashboard):** Display the information about the activities for the guest and authentic users; Facilitate communication between IDOL, University and its extended family (students, teachers, administrators, collaborators, content creators, University authorities etc.), facilitating course content management and evaluation.

All the modules should be providing prompts, instructions, messages, alerts and validations wherever necessary for the smooth conduct of the activities by the users. Transaction tracking system has to be an embedded module of the whole system.

Secure Email and SMS alerts should be facilitated as when required. Charges could be quoted per Email and per SMS per student (along with the expected time to reach the message to the stake holders when shoot for thousands of people at a time).

The bid for the following modules be on the basis of handling per student per year unless and otherwise stated a different unit in the description.

The Enrolment/ Pre-Admission Module should include:

- Online Enrolment form filling facility with all instruction manual.
- Providing appropriate unique login facilities to the students.
- Creation of unique profile of candidates.
- Interface for uploading Educational Details, required certificates, Photograph and signature
- Acknowledgement of successful registration on the screen with an option to print.
- PRN are generated after approval of the enrolment. This is a personal identification number, which remains unchanged forever.

The Admission module should include

- Publishing Course announcements, sending alerts to the enrolled students.

- Continue with the enrolment unique login of the students and generating a unique enrolment number per student per course after verifying the eligibility of the potential learner.
- Providing the study material form and facilitating on-line access to the multimedia study material, after accepting due payment.
- The eligibility and scholarship criteria also should be looked into and appropriate actions should be followed. Modules should be there to provide approval after verification of forms filled for eligibility, scholarship, admissions etc
- The users should be given print option for the admission forms, eligibility certificates etc., and an access to payment gateway as per the procedures followed for admission.

The Evaluation module should include service for Fresh and Repeater students.

- A module to facilitate student-teacher, student-office and teacher-office interaction (Dash board)
- Modules for displaying examination announcements and on-line acceptance of examination forms.
- Facility to conduct on-line examination for objective-type questions is required. Cost of conducting on-line examination per student per minute from various places in India at the managed infrastructure availed at **non-office hours** and **office-hours** could be quoted.
- Support for evaluation of responses filled in OMR sheets is required. Cost of stationary and cost of evaluation per sheet could be quoted.
- Facility to conduct off-line examination is required. Given the students' distribution and the availability of infrastructure, the system should generate hall-tickets in semi-automated mode and publish the information to the concerned Students.
- Cost of conducting the off-line examination per student per minute from various places in India by providing the managed infrastructure availed at **non-office hours** and **office-hours** could be quoted.
- Result generation module is required. Given the criterion, result of each student should be computed and published on line.
- A module for generating secure downloadable mark-sheet is required.
- A module for gathering all the credentials of a student at a given point in time to prepare a secure transcript is required. Access on payment of the due fees.

The Revaluation module (student and staff interface)

1. Accepting forms for Revaluation, with all the relevant documents.
2. Collecting payments
3. Compilation of all revaluation requests and sending them to IDOL Exam Section or Central Computing Facility (CCF) of the University as the case may be.

Evaluation and revaluation modules need to coordinate with the (CCF) and comply with the central students' data repository standards implemented by CCF from-time-to-time.

Variety of reports for knowing the status of the education system and statistics to know its performance is required.

The payment of fees will be through (Student interface)

1. CHALLAN PAYMENT accepted by a BANK, whereby the system will print the challan with the student details and the bank will accept the fees in cash. The data for the day will be transferred to the bank either at the end of the day OR on an hourly basis from the system. The bank after accepting the fees will update the admission system the next day OR on an hourly basis.
2. PAYMENT GATEWAY through CREDIT / Debit card, internet banking etc., whereby the student will receive immediate receipt of the payment, which can be downloaded and printed.

The Migration /Transfer certificate (TC) giving and receiving module (staff interface)

1. The data from the admission form will be emailed to the various colleges to their email /login accounts. The colleges will verify the TC and send back the acknowledgement.
2. TC shall be generated on-line and communicated to the destination Institution in a secure mode. This is a one-time activity per student.

The bid for the following modules be in the form of a consolidated amount for maintenance of the database and handling queries per year.

The accounts section module includes (staff interface):

- Providing reports of regular collection, Accounts head-wise collection, Repeaters collection, Case-wise, category-wise, Head-wise category-wise, etc.
- A module is required for printing cheques and for keeping track of receipt and expenditure of the accounts.

The Study material and other Asset tracking module (dashboard for all the stakeholders):

1. Making an inventory of various types of material in IDOL
2. Keeping track of shipments (to and from IDOL)
3. Providing alerts for pending cases
4. Providing track of currently not-in-use study material and other assets; availing it to the needy on request and on due payment
5. Availing infrastructure on share basis
6. Keep track of human resource and task management in IDOL

7. Support for pick-up from printing press in Mumbai for dispatch of the study material at different places in Mumbai and Konkan is required. Interested may quote the courier charges

Archival Module:

A module is required to take care of copies of the Ex-students' data, the past records of the present students, their admissions to various classes/courses, their performance in those classes/courses, old course content and dead-stock registers etc.

The Right to information module(dashboard for the stake holders):

Support is required to keep the RTI information on IDOL home-page, up-to-date per the guidelines and resolutions of the state and the central governments, UGC, University etc.

System should be **secure, HTML Compliant, Web Compliant, Mobile Compliant and with Web Content Accessibility Compliant** as per the guidelines of the Govt. Of India/ Maharashtra.

We are also looking for

- ❖ **Partnership for campaigning** in the fields of publicity, counselling, reaching out to villages, facilitating admission etc. The system should be able to provide framework to provide such facilities.
Interested bidders may quote for the amount per thousand students increased per year.
- ❖ **Support for content creation and management of courses in MOOC compatible platform (like Coursera [<https://www.coursera.org/>], to have a course hub of University of Mumbai).** Interested persons may quote the cost of creating one hour multi-media content and managing a course of around 20 hours for one thousand students.

The system needs to be a robust and scalable. A framework based architecture/ design of the system will be preferred. The modules in a system should be available for using independently as well as they should be executing in coordination with each other as the case arises.

User Acceptance Training i.e. module wise software design and development should be accepted instead of the testing and acceptance of the complete system at once.

Please fill-up the FORMS in next three pages with utmost care

Form A

Pre-qualification Criteria

Eligibility criteria and supporting documents required for Submission of Expression of Interest:

Sr.No	Eligibility Criteria	Supporting Document Required	Yes/ No and Deviation, if any
1	The Vendor shall be a single entire, registered as a Company, Firm under respective acts in India and Should have been in existence in India for the last five years.	Self-attested copies of Company Incorporation Certificate or Registration Certification from ROC.	
2	The Vendor must be registered in India with appropriate tax authorities.	Self-attested Copies a)Service Tax Registration, b)VAT Registration c)PAN Card.	
3	The Vendor has to submit Income Tax Return for last three years	Self-attested Copies of IT Return.	
4	The Vendor should have had an average business turnover As mentioned pre qualification criteria.	a)Self-attested Copies of Certificate from the Chartered Accountant of the Organization. b) Self-attested Copies of Audited Balance sheets for last three years.	
5	Should have technically qualified and well-experienced strong in-house resource based on company roles.	Resumes of key resources available on company roles. (With proper seal and Signature)	
6	The Vendor should have registered under Provident fund authority.	PF/EPF Certificate to be attached	

7	Copies of Documents / purchase orders and letter of completion from customers for Similar projects completed.	Self-attested Copies of the major projects completed proving the experience as mentioned in Pre-Qualification criteria.	
8	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Undertaking document with proper seal and signature.	
9	Tender Fee of Rs. 10,000/- (Rupees Ten Thousand Only) (non-refundable.)	Online through E-transfer available on tendering portal.	
10	EMD of Rs.1,00,000/- (Rupees One Lakh Only) (Refundable)	Online through E-transfer available on tendering portal	
11	Form A	Form A should be submitted on the company's letter head duly sealed and signed by the authorized person.	
12	Form B	TENDER Letter Performa	
13	Form C	Details of experience	
14	Letter of Authorization	Authorizing signatory	

(Signature of the Applicant)

Name:

Designation:

Seal:

Date:

Witness by – Signature:

Name:

Address

Date:

Place

FORM B
TENDER Letter Performa

TO
The Registrar
University of Mumbai
Pin 400098

Sub: Tender for selection of vendor for Development of Admission to Evaluation System on SAAS basis for IDOL

Sir,

The undersigned having read and examined in detail all the TENDER documents pertaining to your assignment-do hereby expresses the interest to do the work as specified in the scope of work in tender document and agreed to all terms and conditions as specified in the scope of work in tender document.

S. No	Description	Response
1.	Name of the Vendor	
2.	Address	
3.	Name, designation of the person to whom all references shall be made.	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	
7.	Fax No. (with STD code)	

We have enclosed the required documents as per Form A.

I/We hereby declare that my/our TENDER is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking You,
Yours faithfully,

(Signature of the Applicant)

Witness by – Signature:

Name:
Designation:
Seal:
Date:

Name:
Address:
Date:
Place

FORM C

DETAILS OF EXPERIENCE of handling Student's Examination (Admission to Evaluation) related activities:

SR.No	Name and Address of The client	Date of start of the work	Date of completion	System Details	Cost of the Project
1.					
2.					
3.					
4.					
5.					

Note: Please also note that copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above. If required, you are free to attach extra sheets.

FORM D

DECLARATION BY VENDOR TO BE SUBMITTED ON NON-JUDICIAL STAMP PAPER Rs 100/-

I/WE,.....owner of
..... representing
.....,

hereby solemnly declare and confirm that:

- (1) No employee or direct relation of any employee of UOM, Mumbai is anyway Connected as Partner/Share holder/Director/Advisor/Consultant/Employee etc. with the firm.
- (2) The information furnished is correct to the best of my knowledge and belief. If any information furnished by me is found to be false/misleading, at any stage, my application/registration shall be liable for cancellation and forfeiture of EMD/Performance Guarantee/Security Deposit.
- (3) My/our firm has not been black listed by any institution of the Central/State Government/any PSU/other institute etc. in the past.
- (4) I/We understand and authorize the UOM, Mumbai to reserve the right to add/delete/alter any of the items to amend/add or any of the terms and conditions without assigning any reason (s) for the same.
- (5) The decision of the UOM, Mumbai shall be acceptable and binding upon me/us.

.....

(Signature of Proprietor/Partner /Chief Executive)

Name :

Date :

Place :

Proforma - I

DECLARATION regarding NON - Blacklisting

Date :

To,

The Registrar
University of Mumbai,
Fort, Mumbai.

Sub: Tender for selection of vendor for Development of Admission to Evaluation System on SAAS basis for IDOL

Dear Sir,

In response to your Tender ref No. _____, as a Proprietor/Director/Owner of M/S _____, I/We hereby declare that our Company is not blacklisted by Government of India/Government of Maharashtra or any other state government/union territory as well as there are no criminal cases against company and any of the board members.

Also our Company is having clean legal records. Also there are no open legal cases / petitions in any of the courts / high courts related to our service.

Thanking you;

Signature of Authorised Signatory with Name

Designation and Seal

Proforma - II

BIDDER'S AUTHORISATION CERTIFICATE

To,

The Registrar
University of Mumbai,
Fort, Mumbai.

Sub: Tender for selection of vendor for Development of Admission to Evaluation System on SAAS basis for IDOL

Dear Sir,

_____, is hereby authorized to sign relevant tender documents on behalf of the Company in dealing with Tender of reference _____ dated _____. He is also authorized to attend meetings and submit Technical and commercial information as may be required by you in the course of processing above said tender.

Thanking you,

The Specimen signature of the authorized person is as:-

AUTHORIZED SIGNATORY

Name :

Seal:

Pro-Forma -III

Vendor can bid for many and preferably all of the following modules. Preference will be given to the vendors quoting for all modules.

Sr. No.	Description	Please Tick at possible modules to be bid
1	Service Charges for Enrolment / Pre-admission Module	
2	Service Charges for Admission Module	
3	Service Charges for Evaluation Module	
4	Service Charges for Revaluation Module	
5	Service Charges for Account Section Module	
6	Service Charges for Payment of Fees Module	
7	Service Charges for Migration / Transfer Certificate Module	
8	Service Charges for Study Material and Other Assets tracking Module	
9	Service Charges for Archival Module	
10	Service Charges for Right to Information Module	
11	Service Charges for Partnership for campaigning	
12	Service Charges for Creation and Management of Course content in MOOC Compatible platform	

APPENDIX 'A'

Commercial BID format

(Only for reference, to be filled online in commercial envelope)

Vendor can bid for many and preferably all of the following modules. Preference will be given to the vendors quoting for all modules.

Sr. No.	Description	Cost* (per Candidate)
1	Service Charges for Enrolment / Pre-admission Module	
2	Service Charges for Admission Module	
3	Service Charges for Evaluation Module	
4	Service Charges for Revaluation Module	
5	Service Charges for Account Section Module	
6	Service Charges for Payment of Fees Module	
7	Service Charges for Migration / Transfer Certificate Module	
8	Service Charges for Study Material and Other Assets tracking Module	
9	Service Charges for Archival Module	
10	Service Charges for Right to Information Module	
11	Service Charges for Partnership for campaigning	
12	Service Charges for Creation and Management of Course content in MOOC Compatible platform	

*Please note that the charges to be quoted on per candidate basis or as the specified for 3 years contract inclusive of required end to end services and Web Hosting Server Space Bandwidth, Domain.

__***