

## 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](http://www.mu.ac.in)

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

Sd/-  
Registrar  
University of Mumbai

**Tender for**

**Development of**

**Enrolment, Eligibility & Migration Modules on SaaS basis**



For

**University of Mumbai**

Ref No:

Date of Issue: 20/05/2016

Last date of Submission: 03/06/2016

# University Of Mumbai

## CONTENTS

<b>S.No</b>	<b>Section</b>	<b>Page No</b>
1.	Invitation to Tender	3
2.	Tender Schedule	4
3.	Tender Submission Procedure	5
4.	Instructions to Vendors	9
5.	Pre Qualification Criteria (Eligibility)	10
6.	General Conditions	11
7.	Evaluation of Tender	14
8.	Selection Method	19
9.	Brief Introduction and Scope of Work	20
10.	Form A	23
11.	Form B	25
12.	Form C	26
13.	Form D	27
14.	Proforma – I	28
15.	Proforma – II	29
16.	Commercial format	30

# University Of Mumbai

E-Tender Notice No.: REG/ICD/2016-17/182 Dated: 20.05.2016

## Invitation of TENDER

University of Mumbai, henceforth referred as UNIVERSITY, invites Tender from Reputed Software Consultancy Firms for the automation of the following Processes with latest technology available.

### Module to be developed and implemented on SaaS (Software as a Service) basis:

1. Enrolment Module
2. Eligibility Module
3. Migration Module

VENDORS having experience of successfully execution similar projects are invited. The detailed TENDER document is available at UNIVERSITY website [www.mu.ac.in](http://www.mu.ac.in). 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 submits a detailed technical and financial proposal (Two BID System) for the objectives set forth in this TENDER document. UNIVERSITY 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 UNIVERSITY website at <https://dhe.maharashtra.etenders.in> or [www.mu.ac.in](http://www.mu.ac.in) contact the undersigned for more technical details:

Note: 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.

Sd/-

Registrar

University of Mumbai

MUMBAI, Maharashtra.

# 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.	-----

# University Of Mumbai

## **Tendering Procedure:**

1) All eligible / interested Bidders are required to be enrolled on portal <https://dhe.maharashtra.etenders.in> before downloading tender documents and participating in e-tendering. Bidders are requested to contact on following telephone numbers for doubts/information/difficulty regarding online enrolment if any.

2) Bidders should submit the document related to tender online. The bidders who wish to submit the payment of EMD by way of RTGS/NEFT should pay the same two working days in advance before the last day of bid preparation. Cost of tender form of Rs 3000/- (including VAT) should be credited in to 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 tender may be rejected by competent authority.

4) Earnest Money Deposit :Rs. 1,00,000/- (Rupees One Lakh Only) through Online Payment via net banking mode by Electronic tendering system of Government Maharashtra which is available on the Portal <https://dhe.maharashtra.etenders.in>

Bidder can refer to below instructions to submit their proposals on e-Tendering Portal.

However, these are only broad level details and bidders are advised to refer

<https://dhe.maharashtra.etenders.in> in for further details about the e-Tendering process. For

queries related to e-Tendering Portal, Mahatender, kindly contact on 1800 3070 2322, +91-7878107985 or +91-7878107986.

## **1. Blank Tender Forms**

Tender Forms can be purchased from the e-Tendering Portal of Government of Maharashtra i.e. <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, additional facility offered (if any) by the Department, 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 forwarding letter that his offer (in envelop No. 1and2) does not contain any conditions, deviations, 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. The bidders participating first time for e-tendering on GOM 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 Setting provided under section '**Internet Explorer Settings**'

### **3. Guidelines to Bidders on the operations of Electronic Tendering System of Govt. Of Maharashtra (<https://dhe.maharashtra.etenders.in>)**

#### **3.a. Enrolment of Bidder on Electronic Tendering System:**

The Bidder interested in participating in the Tenders processed using the Electronic TenderingSystem shall be required to enrol on the Electronic Tendering System to obtain 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.

#### **3.b. 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, and operating system problem), he/she may not be able to submit the bid online. Hence, the Users are advised to store his / her Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case of need. 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 has to authorize 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 form 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 200-3 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 & Encryption Certificates**) of **class-3** or type **class-2** issued by any Certifying Authority (CA) under Controller of Certifying Authority of India .

b. Presently Certifying Authorities are Viz.**nCode, digi Solution, eMudra** are authorized by Controller of Certifying Authority (CCA).

c.DSC Drivers are 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 / Instructions to be followed by Bidders to participate in the e-Tenders processed by UNIVERSITY**

### **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) 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, i.e. Digi Solutions, 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.

# University Of Mumbai

## **1. Pre-Qualification (Eligibility) Criteria:**

UNIVERSITY invites Tender 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 Onsite services for Computerization of Enrolment, Eligibility and Migration with the following terms of Reference (TOR) .

- I. The Bidder shall be a single entity, registered as a Company, Firm 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 atleast from the 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 support operations of such kind of geographically wide spread network.
- III. The Bidder should have experience of more than 10 years in supplying/customising Examination/Educational Software solutions in Education Segment.
- IV. The Bidder should have experience of more than 10 Universities or Education boards of implementing/customising Educational/Examination related Software solutions in India.
- V. The Bidder should have experience of working/providing Software services to examination related work of at least 2 Universities within State of Maharashtra.
- VI. The Bidder should be capable of delivering all the required modules of the system. No Subcontracting will be allowed.
- VII. **Following certificates are mandatory;**
  - i) Company Registration
  - ii) Shop & 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.
- VIII. ISO 9001-2008 & ISO 27001 : 2013 Certification is must.
- IX. Income Tax returns of the last three financial years (FY 2012-13.2013.14.2014.15) is must.

- X. The Turnover\* of the Bidder should be more than Rs.10.00 Crore for last three financial years in the similar business. Audited Balance sheet from CA should be attached.
- XI. Bidder have to submit Solvency certificate of Rs.30.00 lakhs from Nationalised / Schedule Bank.
- XII. 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.
- XIII. 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 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, 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**

- a. 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 for 3 years contract 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. The rates should be quoted inclusive of supply, installation, commissioning, acceptance, warranty and maintenance 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.**

**4. Deliveries and Completion:**

The job of setting up of the System at the specified location of UNIVERSITY has to be completed latest by the end of 4<sup>th</sup> week of the date of confirmed work order. All user / system documentation of the equipment are to be provided by the successful bidder along with source code.

## 5. Terms of Payment:

- a. On the basis of number of successful transactions during the year, bills can be generated quarterly.
- b. It shall be certified by the Registrar.
- c. 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 in separate sealed envelopes.

**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	<b>Technical Section</b>	<b>70%**</b>
		<b>(on Scale of 100)</b>
	<ul style="list-style-type: none"><li>• Experience of working in Education Segment 10 years – 20 Marks</li><li>• Experience of working in Education Segment for less than 10 years - 10 Marks</li><li>• Experience of working in Education Segment for less than 5 years - 5 Marks</li></ul>	<b>20</b>
	Past Experience of assignments of similar nature of computerization (Supply / Services); <ul style="list-style-type: none"><li>• Minimum 5 Assignment- 20</li><li>• Minimum 4 Assignment- 10</li><li>• Minimum 3 Assignment- 5</li><li>• Less than 3 Assignment- 0</li></ul>	<b>20</b>

	Methodology, work plan and understanding of the assignment	<b>20</b>
	Demonstration of the System. (Weightage will be given for readiness of the product with reference to the user requirement)	<b>20</b>
	Professional Competence of the team members (Refer <b>Form - A</b> for details)	<b>20</b>
	<b>Total</b>	<b>100</b>

**\*\*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 section shall be opened first and the scores will be given. The technical section will be allotted weightage of 70% while the Time-cost section will be allotted weightage of 30% . First 5 REPs scoring high in the technical section shall be shortlisted. The time of proposal of those shortlisted REPs 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  $LEC / EC$ , 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.

For example:

As an example, the following procedure will be followed. In this particular case of selection the weightage of the technical bids and financial bids is kept as 70:30. In response to the Invitation for RFP, 3 proposal A, B & 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 under:

Proposal Evaluated cost

A. Rs.120.

B. Rs.100.

C. Rs.110.

Using the formula  $LEC / EC$ , 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 under:

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 under:

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, UNIVERSITY, Mumbai reserves the right to select the Bidder based on other parameters at its discretion.**

#### **8. Cancellation of Contract:**

In case of any breach of any terms and conditions by the successful bidder / contractor, UNIVERSITY, 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 05% 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 & 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. Source code of the product/software shall be the property of the University.

**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 are 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 fulfill 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 12 hrs 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 24 hrs of reporting and rectified within 48 hrs, 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 affect the overall performance of the installed

system drastically. Any such fault will be attended and rectified with 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/Unit 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 48 hours 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 operation and maintenance manuals together with drawings of the product/software and/or equipment alongwith source code. 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, 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.

### **Selection of Vendor:**

1. UNIVERSITY shall publish tender through an e-tendering site
2. The interested vendors may carry out the study of the requirements at their own cost, based on the Terms Of Reference (TOR) of UNIVERSITY.
3. The interested vendor shall submit a detailed Technical and Financial Proposal as per the tender document.
4. The technical proposals submitted by the vendor shall be evaluated by a 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 the UNIVERSITY.
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.

# University Of Mumbai

## **A. Introduction:**

The University of Mumbai (known earlier as University of Bombay) is one of the oldest and premier Universities in India. It has two campuses of areas 243 acres and 14 acres at Vidyanagari and Fort respectively; sub-campuses/centers at Ratnagiri 20 acres, Thane 6.50 acres and Kalyan 6.26 acres with 60 University Departments and Autonomous Institutes and, 749 affiliated colleges.

University intends to computerise following departments with latest technology available on Software as a Service (SaaS).

### **Module to be developed and Implemented:**

- 1. Enrolment Module**
- 2. Eligibility Module**
- 3. Migration Module**

## **B. SCOPE OF WORK:**

### **Module to be developed and Implemented:**

- 1. Enrolment Module**
- 2. Eligibility Module**
- 3. Migration Module**

### **Enrolment Module:**

Following is the process flow for Enrolment Module to be developed;

- University is having more than 750 affiliated Colleges, <# courses> , spread across 4 faculties.
- 2 lakhs odd Students shall apply for Centralised admission
- Minimum qualification will be XII pass
- Student should be able to fill Online Application for Enrolment
- Proper instructions / help module need to be published for ease of filing application form.
- Student shall have facility for uploading certificates.
- Student shall have Photograph & signature uploading facility.
- Student shall get acknowledgement of successful registration by print.

- One student will fill only one form through which the student can apply to any number of courses /colleges.
- The variable college-wise-forms may go upto 6.00 lakhs
- Candidate should able to get college-wise printouts
- Candidate has to submit physical copies of the relevant documents to the respective colleges that he has applied.
- Colleges will have appropriate unique login facilities
- Colleges should able to see the data of candidates of their colleges
- Colleges will put cut-off as per their seat capacity. Given the intake of a College, the System should facilitate the Colleges to automatic close once the required numbers of merit candidates reach to them.
- Candidate should have facility to cancel their admission through admitted college

#### **Systems specification: Enrolment Module**

1. Module should be providing instructions, messages and alerts wherever necessary for the smooth filing of forms by the students.
2. There should be mechanisms for getting the correct data and information from the students.
3. The students should be given the printout of form as per the procedures followed for admission.
4. Modules should provide approval after verification of forms filled.
5. Email and SMS alerts should also be provided as when required, according to the actions taken.

#### **The Eligibility module will consist of (staff interface)**

1. Documents will be uploaded on the website while filing the admission forms.
2. These will be verified by the Eligibility and Scholarship Section; System assistance is expected.
3. Approval will be given by the clerk
4. The student will get the Eligibility certificate
5. Also message will be sent to the student to complete fees payment procedures.

#### **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.

3. Customer Service Centres, if available can / may be used for completing the entire processes of both admission and Pre-examination system, in consultation with the authorities of UNIVERSITY.

**The Migration /Transfer certificate 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 T.C. and send back the acknowledgement.
2. The clerk will issue T.C. on the application from the student, and will be send to the respective college. .

The other requirements to be completed:

- ❖ **Web Content accessibility** as per the guidelines of the Govt. Of India/ Maharashtra is expected.
- ❖ System should be **HTML Compliant, Web Compliant and, Mobile Compliant.**

The framework based architecture/design of the system is expected, wherein each module is a system in itself and also each module can perform independently but at the same time cohesively. Each module can be designed / redesigned at any level without affecting the complexity of the whole. A module can be added / dismantled without disturbing the overall performance of the system.

User Acceptance Training i.e. module wise software design and development should be accepted instead of the whole system.

**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:**

<b>S.No</b>	<b>Eligibility Criteria</b>	<b>Supporting Document Required</b>	<b>Yes/ No and Deviation, if any</b>
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 <b>As mentioned pre qualification criteria.</b>	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	

**FORM B**  
**TENDER Letter Performa**

To,

The Registrar  
University of Mumbai,  
Fort, Mumbai.

**Sub: Tender for selection of vendor for Development of Enrolment, Eligibility & Migration Modules on SaaS basis for UNIVERSITY of MUMBAI, Mumbai.**

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)

Name:

Designation:

Seal:

Date:

Witness by – Signature:

Name:

Address

Date:

Place

## FORM-C

**DETAILS OF EXPERIENCE of handling Student's admissions, enrolment and migration 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.100.00/-

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

hereby solemnly declare & confirm that:

- (1) No employee or direct relation of any employee of UNIVERSITY, 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 UNIVERSITY 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 UNIVERSITY, Mumbai shall be acceptable & 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 Enrolment, Eligibility & Migration Modules on SaaS basis for UNIVERSITY of MUMBAI, Mumbai.**

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 & Seal

**Proforma - II**

**BIDDER'S AUTHORISATION CERTIFICATE**

To,

The Registrar  
University of Mumbai,  
Fort, Mumbai.

**Sub: Tender for selection of vendor for Development of Enrolment, Eligibility & Migration Modules on SaaS basis for UNIVERSITY of MUMBAI, Mumbai.**

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:

**APPENDIX – ‘A’**

**Commercial BID format**

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

<b>Sr. No.</b>	<b>Description</b>	<b>Cost</b>
1	Cost per candidate for 3 years contract inclusive of ; <ul style="list-style-type: none"><li>· Development of Enrolment Module, Eligibility and Migration module.</li><li>· Required end to end services.</li><li>· Web Hosting Server Space Bandwidth, Domain</li></ul>	

\*\*\*\_\*\*\*\_\*\*\*