



GAUHATI UNIVERSITY, GUWAHATI  
REQUEST FOR PROPOSAL (RFP)/Tender  
For Web based ERP/ Complete  
Examination Management System (EMS)  
For  
GAUHATI UNIVERSITY, Guwahati  
Gopinath Bordoloi Nagar, Guwahati- 781014  
(Website: [www.gauhati.ac.in](http://www.gauhati.ac.in))  
Tel: 0361- 2570415, 2674243

[RFP No. : GU/Regr(SF)/2017/138 dt. 5/5/17]

[Date of Issue: 5/5/17]

[Date of Submission: 27/5/17]

## Disclaimer

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

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

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

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

Registrar

### DETAILS OF RFP AND KEY EVENTS

RFP NO.	GU/Regr(SF)/2017/138 dt. 5/5/17
Tender Inviting Authority	Registrar, Gauhati University, Guwahati (Assam)
Name of the Work	Request For Proposal(RFP)/Tender For Web-Based ERP/Complete Examination Management System (EMS)
The objectives, and description of the assignment	As per ToR in Section 5
The method of selection	Quality and Cost Based Selection (QCBS)
Last date & Time for submission of bids	27/5/17 at 2PM
Pre-Bid	Query, if any, can be sent by email only, by 15/5/17
The address to which proposal is to be submitted	The Registrar, Gauhati University , Gopinath Bordoloi Nagar, Guwahati - 781014 , Assam
Opening of Technical Proposal	27/5/17 at 3PM
Place of Opening of Technical Proposal	Conference Room of the Registrar, Gauhati University , Gopinath Bordoloi Nagar, Guwahati - 781014 , Assam
Presentation by the qualified bidders	31/5/17 at 2PM in the V.C.'s Conference Room, Gauhati University , Gopinath Bordoloi Nagar, Guwahati - 781014 , Assam
Opening of Financial Proposal	7/6/17 at 3PM
Place of Opening of Financial Proposal	Conference Room of the Registrar, Gauhati University , Gopinath Bordoloi Nagar, Guwahati - 781014 , Assam
Contact Person and Designation	Academic Registrar Gauhati University , Gopinath Bordoloi Nagar, Guwahati - 781014 , Assam
Address for Communication with contact person	Academic Registrar, Gauhati University , Gopinath Bordoloi Nagar, Guwahati - 781014 , Assam Phone: 9864055805 E-Mail: <a href="mailto:academic@gauhati.ac.in">academic@gauhati.ac.in</a>

## Section 1: Letter of Invitation (LoI)

## Letter of Invitation (LoI)

To eligible System Provider/ Vendors for submission of RFP/Tender for Selection of Vendor/System Provider for Automation of Complete Examination Management System (EMS) Of Gauhati University, Guwahati on SaaS (Software as a Service) Model

Gauhati University, Guwahati invites Request for Proposals (RFP), in the form of sealed bids from eligible, qualified and experienced agencies with sound technical and financial capabilities for design, development, customise and maintenance for Automation of Complete Examination Management System (EMS) of Gauhati University, Guwahati on MSM model for operating units as detailed out in the Scope of Work in this RFP document. Interested Bidders eligible as per qualification criteria may submit their response to the RFP latest by 27/5/17 (2PM). The proposal must accompany a non-refundable amount of Rs. 5000.00(Five thousand Only) towards RFP Document fee and Rs. 10,00,000.00(Rs. Ten Lakh Only) as EMD, both in favor of Registrar, Gauhati University, Guwahati payable at Guwahati in the form of DD issued by any nationalized or commercial Indian bank, approved by the Reserve Bank of India.

The detailed RFP document can be downloaded from <http://www.gauhati.ac.in> from 5/5/17. A bidder will be selected under the Quality cum Cost Based System method (QCBS) with weightages of 70:30 (70% for technical proposal and 30% for financial proposal) and as per procedures described in this RFP.

The content of this RFP enlists the requirements of Gauhati University, Gauhati. It includes the Bidding Terms and Draft Agreement etc. which details out all that may be needed by the potential bidders to understand the financial terms and bidding process and explains the contractual terms that Gauhati University, Gauhati wishes to specify at this stage. It also consists of a draft agreement that needs to be signed between the Registrar, Gauhati University, Gauhati and the successful bidder.

## Structure of the RFP

This RFP is meant to invite proposals/bids from interested bidders (System Providers) capable of delivering the services described herein. This Request for Proposal document consists of following Sections:

- Section 1 - Letter of Invitation
- Section 2 - Instructions to Bidders
- Section 3 - Technical Proposal - Standard Forms
- Section 4 - Financial Proposal - Standard Forms
- Section 5 - Terms of Reference
- Section 6 – Annexures

The information may be submitted at the following address by post or in the Tender Box only.

The Registrar  
Gauhati University  
Gopinath Bordoloi Nagar  
Guwahati (Assam) - 781014

Registrar

## Section 2: Instructions to Bidders

## INSTRUCTIONS TO BIDDERS

### 2.1. Introduction

2.1.1 Gauhati University, Guwahati named in the Data Sheet will select a bidder in accordance with the method of selection specified in the Data Sheet (Para 2.27).

2.1.2 The bidders are invited to submit a proposal in two parts - the Technical part and the financial part sealed separately, as specified in the Data Sheet, for services required for the assignment named in this RFP and in the Data Sheet. Late bids i.e. bids received after the specified date in the data sheet will not be considered. The Proposals submitted will be the basis for signing the contract with the selected bidder.

2.1.3 The Bidders are required to familiarize themselves with the local conditions and take them into account while preparing their proposals.

2.1.4 Bidders shall bear all costs in connection with the preparation and submission of their proposals etc.

2.1.5 Gauhati University, Guwahati may accept or reject any proposal in its discretion and may ask for any additional information or vary its requirements, add to or amend the terms, procedure and protocol set out in RFP for bonafide reasons, which will be notified to all the Bidders invited to the tender. Further Gauhati University, Guwahati hereby reserves its absolute right and discretion to annul the selection process at any time prior to the contract award without incurring any liability towards the Tenderers.



## 2.2 Documents part of RFP

2.2.1 The Request for Proposal (RFP) document for the project consists of the following sections:

- Section 1 - Letter of Invitation
- Section 2 - Instructions to Bidders (including Data Sheet)
- Section 3 - Technical Proposal - Standard Forms
- Section 4 - Financial Proposal - Standard Forms
- Section 5 - Terms of Reference
- Section 6 - Annexures

2.2.2 The prospective bidders are expected to examine all instructions, forms, terms, project requirements, and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the prospective bidders risk and may result in rejection of the proposal.

## 2.3 Fraud / Corruption

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

- a. Corrupt practice means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution;
- b. fraudulent practice means a misrepresentation or omission of facts in order to Influence a selection process or the execution of a Contract;

- c. Collusive practices means a scheme or arrangement between two or more bidders with or without the knowledge of Gauhati University, designed to establish prices at artificial, noncompetitive levels;
- d. Coercive practices means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a Contract. Gauhati University will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

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

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

## 2.4 Only one Proposal

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

## 2.5 Proposal Validity

2.5.1 The Data Sheet indicates how long Bidders proposals must remain valid after the submission date. During this period, Bidders shall ensure the availability of professional staff nominated in the Proposal. Should the need arise, Gauhati University may request

Bidders to extend the validity period of their proposals. Bidders who agree to such extension shall confirm that they maintain the availability of the professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Bidders could submit new staff in replacement, which would be considered in the final evaluation for Contract award.

## 2.6 Clarification and Amendment of RFP Documents

2.6.1. Bidders may request for clarifications on any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing, or by standard electronic means to Gauhati University address indicated in the Data Sheet. Gauhati University will respond in writing, or by standard electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Bidders. Should Gauhati University deem it necessary to amend the RFP as a result of a clarification, it shall do so by the procedure as mentioned in Clause 2.6.2.

2.6.2. At any time before the submission of proposals, Gauhati University may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be uploaded on the Gauhati University website and will be binding on them. To give Bidders reasonable time in which to take an amendment into account in their Proposals, Gauhati University may, if the amendment is substantial, extend the deadline for the submission of Proposals.

2.6.3 Pre-bid: Pre bid clarifications, issues and doubts, if any, will be entertained through E-Mails only. However, the University may/not elucidate the queries.

## 2.7 Preparation of Proposals

2.7.1 The Proposal as well as all related correspondence exchanged by the bidders and Gauhati University, shall be written in the language (s) specified in the Data Sheet.

2.7.2 In preparing their Proposal, bidders are expected to examine in detail all the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

2.7.3 Language: Documents to be issued by the bidders, as part of this assignment must be in English.

2.7.4 The Bid may be signed either by the Principal Officer of the Agency or his duly Authorized Representative, in which case the bid shall be accompanied by a certificate of authority. A bid which does not fulfill this criterion will be liable to be rejected.

## 2.8 Earnest Money Deposit (EMD)

2.8.1 The Bidders must submit an Earnest Money deposit of INR Rs.10,00,000.00 (Rs. Ten Lakh Only) in the form of a bank draft along with a Technical proposal.

2.8.2 The EMD shall be in Indian Rupees only. The Bank Draft should be drawn in favor of Registrar, Gauhati University, Guwahati and payable at Guwahati.

2.8.3 Unsuccessful Bidders EMD will be discharged / refunded as promptly as possible as but not later than 60 days after the final selection.

2.8.4 The successful Bidders EMD will be discharged only after the completion of the work.

2.8.5 The EMD shall be forfeited:

- a. If a Bidder withdraws the bid after the final date of submission of bid or during the period of Bid validity specified by the Bidder on the Bid Form. OR
- b. In case of a successful Bidder, if the Bidder fails to sign the contract; OR

- c. If a bidder fails to furnish the Performance Security (para 2.16)

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

## 2.9 Pre-Qualification Criteria

2.9.1 A pre-qualification criteria will be applied to short-list the bidders for technical and financial evaluation. The criteria is as mentioned in the section-3.

2.9.2 Documentary proof for pre-qualification criteria is essential without which the proposal will be rejected. Technical and Financial evaluation will be done only for the bidders who have submitted EMD and are satisfying the pre-qualification criteria as detailed in section-3.

## 2.10 Technical Proposal

2.10.1 Bidders are required to submit an original Full Technical Proposal (FTP) along with 2 hard copies and a soft copy (in the form of a CD/ pen drive). The Data Sheet or concerned section indicates the format of the Technical Proposal to be submitted. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non-responsive. The Technical Proposal shall provide the information indicated in the following para:

- a. Format of letter to be submitted by the Bidder along with the Proposal
- b. A brief description of the Bidders organization and an outline of recent experience of the Bidder, assignments of a similar nature are required in concerned Form. For the assignment, the outline should indicate the names of Professional staff who participated, duration of the assignment, Contract amount, and bidder's involvement.

- c. A description of the approach, methodology, and work plan for performing the assignment covering the following subjects: technical approach and methodology, work Plan, activity schedule, organization and staffing schedule.
- d. The team composition with area of expertise, the position that would be assigned to each staff team member and their tasks.

## 2.11 Financial Proposals

2.11.1 The bidder should submit the financial bid as per the format indicated in concerned section in a separate sealed envelope.

2.11.2 The quote should be in Indian Rupees and should be inclusive of all taxes as applicable. The Financial Proposal shall be prepared using the attached Standard Form.

## 2.12 Conflict of Interest

2.12.1 Gauhati University policy requires that bidders should provide professional, objective, and impartial advice and at all times hold Gauhati University interests paramount and strictly avoid conflicts with other assignments or their own corporate interests.

2.12.2 Without limitation on the generality of the foregoing, Organizations, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances.

## 2.13 Conflicting activities

2.13.1 A firm that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services for such preparation or implementation.

## 2.14 Conflicting assignments

2.14.1 Neither consultants (including their personnel and sub-consultants) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the consultants.

## 2.15 Conflicting relationships

2.15.1 The bidder (including its personnel) that has a business or family relationship with a member of Gauhati University staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to Gauhati University throughout the selection process and execution of the Contract.

2.15.2 Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Gauhati University, or that may reasonably be perceived as having this effect. Failure to disclose the said situations may lead to the disqualification of the bidder or the termination of its Contract.

## 2.16 Performance security

2.16.1 For the due performance of the assignment in accordance with the terms and conditions specified, the selected Agency shall on the day or before signing the contract which shall not be later than 30 (thirty) days from the issue of the Letter of Award (Supply / Work Order), furnish to Gauhati University a performance security in the form of an irrevocable Bank Guarantee for an amount equal to ten percent (10%) of cost of the financial bid (total cost of the financial bid will be price offered for per student multiplied by total number of students). This performance security will be released after successful completion of the whole Project.

2.16.2 The Bank Guarantee/s shall be in favor of Gauhati University, issued by any nationalized or Commercial Indian Bank, approved by the Reserve Bank of India. The Bank Guarantee/s shall be on the Proforma, which shall be furnished by Gauhati University.

2.16.3 It is expressly understood and agreed that the performance security is intended to secure performance of entire contract. It is also expressly understood and agreed that the performance security is not intended to cover all the damages detailed / stipulated in various clauses in the Contract document.

2.16.4 Should the assignment period, for whatever reason be extended, the bidder, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended and shall furnish the extended / revised Bank Guarantee to Gauhati University before the expiry date of the Bank Guarantee originally furnished.

## 2.17 Confidentiality

2.17.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the Proposals or to other persons not officially concerned with the process. The undue use by any bidder of confidential information related to the process may result in rejection of its Proposal and adversely affect its future prospects.

## 2.18 Authorization of signatory

2.18.1 The Bid may be signed either by the Principal Officer of the Agency or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates (correspondences) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/ authorized representative of the Agency shall sign the proposal and also initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a



written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.

2.18.2 It is proposed to have the following Envelope System for this bid:

- a. Envelope 1:
  - i. Demand Draft for Earnest Money Deposit
  - ii. One original, 2 copies and a CD / pen drive of Technical Bid (sealed)
- b. Envelope 2: Financial Bid
- c. Envelope 3: Both the above envelopes in Envelope 3

2.18.3 Gauhati University, shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be a case for proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

2.18.4 The Proposals must be sent to the address/ addresses indicated in the Data Sheet and received not later than the time and the date indicated in the Data Sheet. Any proposal received after the deadline for submission shall be returned unopened against acknowledgement or Registered AD post/ courier.

2.18.5 Technical Proposals shall be opened immediately after the deadline for their submission is over. The envelopes with the Financial Proposals shall remain sealed and securely stored.

## 2.19 Proposal Evaluation

2.19.1 From the time the Proposals are opened and up to the time the Contract is awarded, the bidders shall not contact Gauhati University on any matter related to its Technical and/or Financial Proposal. Any effort by bidder to influence Gauhati University in the examination, evaluation, ranking of Proposals, canvassing in any form or recommendation for award of Contract, may result in the rejection of the bidder's Proposal.

2.19.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the Technical evaluation is concluded.

## 2.20 Evaluation of Technical Proposals

2.20.1 Proposals which are not supported by adequate proof of the Signatory's Authority or are Not accompanied by an EMD will not be evaluated.

2.20.2 The Evaluation Committee shall evaluate the Technical Proposals only for those bidders who satisfy the pre-qualification criteria. The technical proposals will be evaluated on the basis of their responses to the Terms of Reference, applying the evaluation criteria, subcriteria, and point system specified in section-3. Evaluations will be based on documentary evidence submitted by the bidder with respect to pre-qualification / evaluation / selection criteria. Each responsive proposal will be given a technical score (TS). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Section-3. The Technical proposals which are unsigned and incomplete shall not be evaluated.

2.20.3 The proposal shall be rejected if bidder does not fulfill the eligibility criteria or the validity period of the proposal is less than 180 days.

2.20.4 During the process of evaluation of the technical proposal, the bidder will be required to make presentation on its Proposal covering Experience/ Technical Proposal including Implementation Methodology, Team Composition, Work Schedule and Activity Schedule.

The date and time of the presentation will be intimated individually.

## 2.21 Public Opening and Evaluation of Financial Proposals

2.21.1 After the technical evaluation is completed, the qualified bidders shall be informed about the time and date for opening the Financial Proposals. Bidder's attendance at the opening of Financial Proposals is optional but it shall be recorded and signed by all present.

2.21.2 Financial Proposals shall be opened publicly in the presence of the technically qualified bidders representatives who choose to attend. The name of the bidders whose technical proposal is found responsive (i.e. identified bench mark) shall be read out. The Financial Proposal of the bidders who meet the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals of the bidders who meet the qualifying mark as indicated in the Data Sheet shall be then opened, and the prices read aloud and recorded.

2.21.3 Financial proposals of only those bidders will be evaluated, who secure a minimum of 60% marks in the technical evaluation.

## 2.22 Bid Evaluation/ Combined Evaluation

2.22.1 A bidder will be selected under the Quality cum Cost Based System method (QCBS) with weightages of 70:30 (70% for technical proposal and 30% for financial proposal) and as per procedures described in this RFP. The combined score shall be obtained by weighing the technical and financial scores in the ratio of 70:30 and adding them up. On the basis of combined weighted score for technical and financial, the bidder shall be ranked in terms of total score obtained. The proposal obtaining the highest combined score in evaluation will be ranked as H1 followed by the proposals securing lesser marks

as H2, H3, etc. The bidder securing the highest combined marks will be considered for award of the contract.

Overall Score (OS) of a bidder will be his Technical Score (TS) plus his Financial Score (FS) and will be evaluated as under:

$$OS = \text{Technical Score (TS)} + \text{Financial Score (FS)}$$

A maximum of 100 marks will be allocated for the Technical Bid. Technical bid will be evaluated as per the technical bid evaluation chart attached as Form-Tech-8 with this RFP. Technical Score of a bidder will be evaluated as under

$$TS = TBV \times 70/100$$

Where TBV stands for Technical Bid Value of a bidder.

Financial bid will be evaluated as under:

$$FS = LFBV / FBV \times 30/100$$

Where LFBV stands for Lowest Financial Bid Value and FBV stands for Financial Bid Value of the concerned bidder.

Example:

As an example, the following procedure will be followed. The minimum qualifying marks for technical qualifications is 60 and the weightage of the technical bids and financial bids is kept as 70: 30. Assuming that in response to the RFP, 3 proposals, A, B & C are received.

The technical evaluation committee awards them 75, 80, and 90 marks respectively out of 100 marks. The minimum qualifying marks are 60. All the 3 proposals are, therefore, found technically suitable and their financial proposals will be opened after notifying the date and time of bid opening to the successful participants. Assuming that the evaluation committee examines the financial proposals and the quoted total bid values are as under:

Proposal		Financial Bid Value (FBV)
A	:	Rs.120
B	:	Rs.100
C	:	Rs.110

Using the formula  $LFBV / FBV$ , where LFBV stands for Lowest Financial Bid Value and FBV stands for Financial Bid Value, the committee will give them the following points for financial proposals:

$$A : (100/120) \times 100 = 83 \text{ points}$$

$$B : (100/100) \times 100 = 100 \text{ points}$$

$$C : (100/110) \times 100 = 91 \text{ points}$$

In the combined evaluation, thereafter, the evaluation committee will calculate the combined technical and financial score as under:

$$OS = \text{Technical Score (TS)} + \text{Financial Score (FS)}$$

$$\text{Proposal A} : 75 \times 0.70 + 83 \times 0.30 = 77.4 \text{ points}$$

$$\text{Proposal B} : 80 \times 0.70 + 100 \times 0.30 = 86 \text{ points}$$

$$\text{Proposal C} : 90 \times 0.70 + 91 \times 0.30 = 90.3 \text{ points}$$

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

$$\text{Proposal A: } 77.4 \text{ points} : \text{H3}$$

$$\text{Proposal B: } 86 \text{ points} : \text{H2}$$

$$\text{Proposal C: } 90.3 \text{ points} : \text{H1}$$

Proposal C at the total bid value of Rs.110 will, therefore, be declared as winner and recommended for negotiations/approval, to the competent authority.

In the event of a tie in the final scores, the agency having the lower financial quote amongst the two would be given preference.

## 2.23 Information

2.23.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the Proposals or to other persons not officially concerned with the process. The undue use by any bidders of confidential information related to the process may result in the rejection of its Proposal and may adversely affect its future prospects.

## 2.24 Taxes

2.24.1 The bidder shall include in Bid Price all local taxes and duties as applicable on amounts payable by the Agency under the Contract. All taxes, duties and other impositions as applicable in India shall always be deemed to be included in the Financial Proposal.

2.24.2 The Financial Proposal shall include all commercial implications and all applicable taxes should also be included in the Financial Proposal.

2.24.3 Bid/Contract price shall remain fixed for the entire Contract period.

## 2.25 Award of Contract

2.25.1 The bidder securing the highest combined score will be considered for award of Contract.

2.25.2 Gauhati University shall award the Contract to the selected bidder by issue of Letter of Award (Supply / Work Order) and notify the same on Gauhati University website.

2.25.3 The selected bidder is expected to commence the assignment on the date and at the location specified in the LOA/ Contract.

2.25.4 If the selected bidder does not sign the Contract within the stipulated period or does not submit the Performance Guarantee within time, the LOA may be cancelled and the bidder securing the next higher combined marks will be considered for award of Contract.

## 2.26. Other Conditions of Contract

### 2.26.1. Language of Bids

All Proposals, correspondence and documents related to proposals, shall be written in the English language. Supporting documents and printed literature furnished by the Bidder may be in another language, provided they are accompanied by an accurate translation of the relevant passages in English language.

### 2.26.2 Compliance & Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The RFP Document is not transferable to any other bidder.

### 2.26.3. Amendment of RFP/Bid Document

At any time prior to the deadline for submission of bids, Gauhati University for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on University website ([www.gauhati.ac.in](http://www.gauhati.ac.in)) and bidders are requested to visit the e-procurement website for updates.

### 2.26.4 Bid Validity

All the bids must be valid for a period of 180 days from the last date of submission of the RFP for execution of Contract Agreement. However, the quoted rates should be valid for the initial/ extended period of the contract from the effective date of the Contract

#### 2.26.5. Right to Terminate the Process

Gauhati University may terminate the RFP process at any time and without assigning any reason. Gauhati University makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by Gauhati University.

#### 2.26.6. Disqualification of Bids

Gauhati University may at its sole discretion and at any time during the processing of Tender, disqualify any bidder from the tendering process if the bidder has:

- a. Not submitted EMD as per specified timelines.
- b. Made misleading or false representations in the forms, statements and attachments submitted.
- c. If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- d. Submitted bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or non-responsiveness.
- e. Failed to provide clarifications related thereto, when sought.
- f. Conditional bids will be summarily rejected.

Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

#### 2.26.7 Right to Accept/Reject any or all Proposals

Gauhati University reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for action of Gauhati University.

#### 2.26.8 Contract Duration

The bidder will be required to sign a contract for total duration of System Implementation and 5 Years of Operations & Maintenance. The contract may be extended, as may be agreed upon mutually by Gauhati University and the successful bidder.



#### 2.26.9 Late Proposal

The bidder will not be able to submit the proposals after final submission date and time is over. The EMD of such proposals will be returned to the Bidder.

#### 2.26.10. Modification & Withdrawal of Proposal

The Bidder is not allowed to modify its proposal subsequent to the final submission of proposals. The Bidders cannot withdraw the proposal during the period between the last date for receipt of proposals and the expiry of proposal validity period specified in the RFP. A withdrawal of proposal during proposal validity period may result in the forfeiture of its EMD from the Bidder.

#### 2.26.11. Penalties

If the Bidder fails to deliver all the modules of the complete EMS within the agreed time-period and fails to provide the services during the period, the Registrar, Gauhati University, Guwahati shall be entitled to impose penalties as mentioned in section 5.17.1, 5.17.2 & 5.17.3 of TOR of this document.

#### 2.26.12 Bid Security / EMD

The bidder shall furnish a bid security (EMD) of INR. Rs.10,00,000.00 (INR. Ten Lakh only). The Bid Security (EMD) shall be in Indian Rupees (INR) and shall be paid through D.D. in the favor of Registrar, Gauhati University, Guwahati. The EMD shall be valid for the entire period till the Contract is finalized. No interest shall be payable on EMD under any circumstances.

Unsuccessful Bidder's Bid security shall be discharged or returned within 60 (sixty) days of expiration of the period of proposal validity prescribed by the Tenderer or After awarding tender to successful Bidder.

The successful Bidder's EMD shall be discharged upon the signing of agreement by the Bidder, and submission of Performance Guarantee.

The Bid security will be forfeited at the discretion of Tenderer on account of one or more of the following reasons-

- i. The Bidder withdraws its Proposal during the period of proposal validity

- ii. Bidder does not respond to requests for clarification of its proposal
- iii. In case of a successful Bidder, the said Bidder fails-to sign the Agreement in time.
- iv. In case of successful bidder, the bidder have to submit the Performance Security, as defined in this RFP

#### 2.26.13 Performance Security

As already mentioned in para 2.16, the Bidder shall at his own expense, deposit with department within Thirty (30) working days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Security in the form of Bank Guarantee (BG) from a Scheduled/ nationalized Bank acceptable to department, payable on demand, for the due performance and fulfillment of the contract by the bidder.

This Performance Security amount as per calculation in para 2.16.1 should be in favor of Registrar, Gauhati University payable at Guwahati. All charges whatsoever such as premium, commission, etc. with respect to the BG shall be borne by the bidder. The BG shall be valid for a period of 5 (Five) Years from date of signing of agreement and should be in the standard format prescribed by Reserve Bank of India. Also, the same shall be extended to the extent that it remains valid for at least 6 months after the expiry of the contract.

The bidder will also be required to further extend the BG, in case the Gauhati University extends the contract, to an extent that the BG is valid for a minimum of 6 months after the expiry of the Contract.

The extended BG in all the above cases shall be submitted at least 3 months before the expiry of the previous BG, failing which, University reserves the rights to terminate the contract, and forfeit the BG.

#### 2.26.14 Bid Prices

The bidder shall express their bid prices using the price schedule form provided in the bidding documents. All costs and charges related to the bid shall be expressed in Indian Rupees. Prices indicated in the Price Schedule shall be entered in the following manner:-

- 1 The prices quoted by the bidder shall be in sufficient detail to enable the Purchaser to arrive at the price of the services offered.

- 2 Prices shall be inclusive of all Taxes (taxes, duties, charges and levies and applicable Service Tax) prevailing on date of bid submission.
- 3 The taxes shall be paid on actual. The bidders shall clearly specify the types of taxes, with prevalent rates as on date of submission of bid, in the financial formats, against each component in the financial bid.

#### 2.26.15 Discounts, Levies, Freight etc.

The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes. The Bidders should also take into account all levies, freight, insurance etc. The price quoted should be inclusive of all levies, freight, insurance etc. Freight, levies, etc. of any type, indicated separately, will not be taken into account for evaluation purposes.

#### 2.26.16 Payments

Payment Schedule will be as follows:

- 1) The contractual term for the purposes of payment shall be divided into Five Years (60 Months) commencing from the date of the start of Implementation as per MoU.
- 2) University shall pay the cost of offered services for each respective relevant contract year to the successful bidder in four equal installments payable at the end of each quarter of the relevant respective contractual year to be calculated on the basis of actual number of students.
- 3) The University shall release payment within 30 days of the end of relevant quarter. A payment advice may be issued for every relevant payment made against ongoing services at University.
- 4) The University at its sole discretion, upon request by the successful bidder may give one quarter amount to the bidder on provisioning of datacenter/ Cloud and Deployment of EMS software Framework.
- 5) Remaining cost of first year will be paid in equated four installments at the end of each quarter on the basis of performance.

#### 2.26.17 Force Majeure

The Bidder shall not be to liable for forfeiture of its performance security, penalties, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this Clause, Force Majeure means an event beyond the control of the Bidder and not involving Bidder s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client in its sovereign capacity, wars or

revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes, act of god, riots, strikes etc.

If an event of Force Majeure continues for a period of ninety (90) days or more, the parties may, by mutual agreement, terminate the Contract without liability on either party for incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

#### 2.26.18 Infrastructure arrangement by Bidder

The Bidder shall assess and make his own arrangements for infrastructure which includes necessary hardware, system software and transportation of personnel deployed by him, security at the site in addition to the men, machine and material. The bidder should assess the capacity planning and assessment for the solution taking into account the entire period, and shall update the hardware in order to meet the Service Level Requirements of the solution. The list of the hardware, software and personnel (with complete bio-data) should be provided by the system provider to the University.

#### 2.26.19 Risk Purchase

In case of breach of any of the conditions of the agreement or delay in supply or failure to supply at bidder's own quoted rates, Gauhati University may at its option, take any or all of the actions detailed below:

- i. Purchase from elsewhere on bidder's Risk or Account the entire or the remaining items and services.
- ii. Forfeit either wholly or the part of the service charges/ security deposits.
- iii. Taking of such other action against the bidder including legal action for breach of contract.
- iv. Levy of penalties or with-held payment to the extent of services not provided.

#### 2.26.20 Compliance to Guidelines

Bidders to ensure incorporate the guidelines as a must for the EMS. It should comply with guidelines issued by Assam Government, Higher Education Department, UGC, and NAAC etc. and all such other guidelines issued by the Authorized Agencies from time to time.

#### 2.26.21 Warranties & Intellectual Property Rights (IPR)

During the operations phase from the date of Go-Live, the bidder will provide all product(s) and documentation updates, patches/ fixes and version upgrades within 15 days of their availability/release date and should carry out installation and make operational the same at no additional cost to Gauhati University. Such activity would have to be planned by bidder in such way that the same results in zero down time for users.

Bidder must ensure that they have all necessary licenses, approvals, consents of third Parties/principal manufacturers and all necessary technology, hardware and software to enable it to provide the solution.

Intellectual property in anything developed by the Solution Provider specifically and exclusively for Gauhati University, and based on the information or data owned by Gauhati University, shall vest with Gauhati University.

#### 2.27 Data Sheet

1.	Name of the Client: Gauhati University, Guwahati – 781014 (Assam)
2.	Title of Consulting Sendee is: Web based ERP/ Complete Examination Management System (EMS)
3.	Method of selection: Quality and Cost Based Selection (QCBS)
4.	Financial Bid to be submitted together with Technical Bid: YES
5.	Client Representative: Registrar Gauhati University, Guwahati E-Mail: registrar@gauhati.ac.in
6.	Bid Validity: Proposals must remain valid for 180 days after the submission date indicated in this Data Sheet.
7.	The representative of bidder is required to include with its Proposal written confirmation of authorization to sign on behalf of the Bidder: YES

8.	<p><b>Bidder's Eligibility Criteria:</b></p> <ul style="list-style-type: none"> <li>a) Only Central Government Public Sector Undertakings (PSUs) / Assam Government Public Sector Undertakings (PSUs) / Central Government organizations/ Assam Government Organizations/ Registered Company with good repute can participate.(Please attach copy of the certificate/document compulsorily.)</li> <li>b) The Participating bidder should not stand blacklisted or banned by any state or central Government or by its procurement agencies. (Please attach a notarized affidavit in this regard compulsorily.)</li> <li>c) Average annual turnover should be at least 10 Crores for each of the last three financial years. Copy of the Audited Balance Sheet of the firms for last three financial years indicating the turnover along with the Income Tax Returns for the last three years are to be enclosed.</li> <li>d) Permanent Account Number/ TIN (whichever applicable) and service tax registration photocopy are to be enclosed.</li> <li>e) Demonstration of the Proof of Concept (PoC) of the functionalities is essential.</li> <li>f) The firm should have been engaged in IT projects/solutions business for a period of at least five years as on last date of submission of RFP.</li> <li>g) Firm should have an experience of implementing similar Examination Management System(EMS) in at least 5 State Government Universities/Central Government Universities within the last 5 years. The purchase order &amp; certificate of satisfactory performance from the competent authority of the Universities in which it is running should be enclosed along with the bid. Gauhati University reserves the right to inspect the on field performance of the implemented Examination Management System(EMS) in the concerned Universities.</li> <li>h) The firm should have secured two single supply orders from a Central Government / State Government University / IIT/NIT/IIM/ of a value not less than 3 Crores (Value of the order solely comprising of University Management System Product/Licenses only) in the last three Financial Years.</li> </ul>
9.	Currency for Financial Proposal: INR
10.	Amounts payable by the University to the Bidder under the Contract will be subject to local taxation (service tax): YES

11.	Technical Presentation and Demonstration: Short listed eligible bidders will be invited to make a Technical Presentation and custom Demonstration of the product. Date and Time and will be notified to the Short listed bidders.
12.	<p>The tender shall be submitted under TWO BID system in three different sealed envelopes.</p> <p>Envelope A:- DD for EMD and Technical Bid          Technical Bid and Terms and Conditions containing all certificates, documents along with duly filled in check list, as set out in the tender document and in the order as given in the check list and the sealed envelope should be super scribed as TECHNICAL BID FOR EMS</p> <p>Envelope B:- Financial Bid, containing the rates quoted by the tenderer on the prescribed format and the sealed envelope should be super scribed as FINANCIAL BID FOR EMS'</p> <p>NOTE:</p> <p>All the above two envelopes should be inserted in a larger outer envelope and duly sealed before submitting the tender document. The outer envelope should be addressed to the Registrar, Gauhati University, Guwahati - 781014 and super scribed as TENDER FOR EMS and should be submitted in the physical form or by Registered post/Speed post only on or before 27/5/17 up to 2PM to the office of Registrar, Gauhati University, Guwahati.</p>
13.	A EMD (Bid Security) in the form of DD must be submitted: YES
14.	The amount of the EMD (Bid Security) is Rs. 10,00,000.00 (Rupees Ten Lakh Only) and the duration for validity of Bid Security should 180 days.
15.	Format for EMD (Bid Security) will be Demand draft favoring the Registrar, Gauhati University, Guwahati (Assam) and drawn on a nationalized or Commercial Bank with a branch in Guwahati - Assam.
16.	A Performance Bond in the form of Bank Guarantee is to be submitted by the winning Bidder upon signing of Contract: YES
17.	The tender, complete in all respect, should be submitted in the Physical form or by Registered post / Speed Post only, on or before 27/5/17 (2PM)) to the address given below.
18.	<p>Address for submission of the Tender is given below:</p> <p>The Registrar          Gauhati University          Gopinath Bordoloi Nagar          Guwahati (Assam)- 781014</p>





### Section 3: Technical Bid/Proposal Standard Forms

## Technical Bid/Proposal Standard Forms

Tech-Let-A. Letter of Technical bid Proposal Submission-A

To  
The Registrar  
Gauhati University  
Gopinath Bordoloi Nagar  
Guwahati (Assam)- 781014

Dear Sir

We, the undersigned, offer to provide for the Selection of System Provider for Automation of Complete Examination Management System (EMS) of Gauhati University as detailed in your RFP/tender, Terms & Conditions and scope of procurement, Specifications etc. and having understood the provisions and requirements relating to the procurement and all other factors governing the tender, We are hereby submitting our proposal, which includes this Technical Proposal and also the Financial Proposal sealed under a separate envelope.

We undertake the total responsibility for performance of the contract, if awarded to us.

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

We understand that Gauhati University is not bound to accept any proposal it receives.

Yours faithfully,

\*Authorized Signatory [In full and Designation]:  
Name and Title of Signatory:  
Name of Bidder:  
Address:



Tech-Let-B. Letter of Technical bid Proposal Submission-B

To :

<Location, Date>

The Registrar  
Gauhati University  
Gopinath Bordoloi Nagar  
Guwahati (Assam) - 781014

Subject: Submission of the Technical bid for Complete EMS for Gauhati University

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions Automation of Complete Examination Management System (EMS) of Gauhati University. We are hereby submitting our Proposal, which includes DD for EMD, Technical bid and the Financial Bid Sealed in a separate sealed envelopes.

We hereby declare that all the information and statements made in this Technical bid are true

And accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the Tender Document. We would hold

The terms of our bid valid for 180 days as stipulated in the Tender Document.

We understand that you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature (In full and initials):

Name and Title of Signatory -----

Name of the Firm:

Address:

Location:

Date :

Seal:



Form- TECH-1: Bidder's Profile

(To be submitted on letterhead of the Bidder)

S. No	Description	De tail s
1	Name of the Bidder	
2	Address of the Bidder	
3	Name of the Authorized Signatory	
4	Contact No. of the Authorized Signatory	
5	E-mail address of the authorized Signatory	
6	Name of the Chief Executive Officer/ Company Head	
7	Contact No. of the Chief Executive Officer	
8	Date of Incorporation	
9	Sales Tax /Commercial Tax/ CST nos./Service Tax No.s	
10	Income Tax PAN	
11	Yearly Turnover of the Last 3 financial years.	

Place:  
Date

Bidder's Signature

Form- TECH-2: Compliance Sheet for Technical Proposal

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

For Technical Evaluation:

	Specific Requirements	Documents Required	Compliance	Reference
1.	Covering Letter for Technical Evaluation	Both Covering Letter A and B.	Yes / No	
2.	Average turnover from System Integration Systems Development and Implementation Work in last 3 years (Turnover in Rs Crores)	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor; and	Yes/No	
3.	Experience in Software & maintenance service (last 5 years)	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client; and Project citation (Form 6)	Yes / No	
4.	Profile of proposed Team members : Relevant assignment Experience/Years of Experience/Number of Certifications in Technology specific to Solution proposed	Form 6,7 and 8	Yes / No	

Place:

Bidder's signature:

Date:





Form- TECH-3: Qualifying Criteria

Criteria No.	Criteria	Whether Company is fulfilling criteria or not? (Yes/No)	Whether Certificate is attached? (Yes/No)	Remarks
1.	Only Central Government Public Sector Undertakings (PSUs) / Assam Government Public Sector Undertakings (PSUs) / Central Government organizations/ Assam Government Organizations/ Registered Company with good repute can participate.	(Kindly also mention the name of the category in this block)		
2.	The Participating PSUs/Registered Companies do not stand blacklisted or banned by any state or central Government or by its procurement agencies.	(Kindly give affidavit on stamp paper in this regard and mention the attachment no.)		
3.	Average annual turnover should be at least 10 crores for each of the last three financial years	(Kindly also mention the amount in this block)		
4.	Permanent Account Number/ TIN (whichever is applicable) and service tax registration photocopy are to be enclosed.			
5.	Demonstration of the Proof of Concept (PoC) of the functionalities is essential.			
6.	The firms should have been engaged in IT projects/solutions business in similar universities for a period of at least five years as on last date of submission of RFP.			

7.	<p>Firms should have experience of implementing University Management System (UMS) in at least 5 State Government Universities/Central Government Universities out of which complete Integrated University Management System should have been implemented in at least 3 such (State Government / Central Government) Universities.</p> <p>The purchase order copy &amp; satisfactory performance from the competent authority of the Universities in which the system is running successfully should be enclosed along with the bid.</p>			
8.	<p>The firm should have secured at least two single supply orders from a Central Government / State Government Universities/ IIT/NIT/IIM/ of a value not less than 3 Crores (Value of the order solely comprising of University Management System Product/Licenses only) in the last three financial years.</p>			

Place :  
Date:

Bidder's Signature with Seal

Form- TECH-4: Project Citation Format:

Relevant project experience (provide 5 projects in the last 5 years separately)
---

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the party	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Place:  
Date:

Bidder's Signature with Seal

Form- TECH-5: Experience of Developing Complete EMS

	Item	Details
<b>General Information</b>		
	1. Customer Name/Government Department	
	2. Name of the Contact Person and Contact Details.	
<b>Brief Description of scope of Project</b>		
	3. Contract Value of the project (in Crores)	
	4. Total cost of the services provided (by the Bidder)	
<b>Project Details</b>		
	5. Name of the project	
	6. Start Date/End Date	
	7. Date of Go-Live	
	8. Current Status (work in progress, completed)	
	9. Contract Tenure	
	10. Type of Project	
	11. Brief Scope of Work	

Kindly attach document/certificate of proof for every project as attachments with this form only.

Place: Bidder's Signature with Seal

Date:



## Form- TECH-6: Technical Evaluation Criteria

Sl No	Technical Evaluation Parameters	Tick the Appropriate Box	Relevant Certificate is attached (Yes/No)
1	Financial Capability: Average annual turnover for last three years FY 2014-15,15-16,16-17 Rs.10 crores <INR<=100 Crores		
	INR 101 to 200 Crores		
	INR >200 Crores		
2.	ERP/Web Portal implemented in University with no Affiliated Colleges in India		
	ERP/Web Portal implemented in One Indian State Government University/ Central University with Affiliated Colleges		
	ERP/Web Portal implemented in more than One Indian State Government University/ Central University with Affiliated Colleges		
	ERP/Web Portal implemented in more than two Indian State Government University/ Central University with Affiliated Colleges		
3.	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are > 10 &< 25		
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 25 &< 50		
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 50 &< 100		
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 100 &< 150		
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 150 &< 200		
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 200		
4.	CBCS(Choice Based Credit/Grade System) in Examination implemented		
5.	Examination Result Processing of Students in any Government University in one year 10000 to 50000		
	Examination Result Processing of Students in any Government University in one year 50001 to 100000		
	Examination Result Processing of Students in any Government University in one year 100001 to 200000		
	Examination Result Processing of Students in any Government University in one year more than 200000		
6.	Project completed involving design, development and hosting of application in any University in last 3 years having value of more than 1 Crore INR will be considered		
	=1 project		
	>3 projects		
7.	Applications must run on all three environment /platform(Desktop, Mobile, Tablet)		

8.	Employee strength Employees employed in Software design, development, implementation, Procurement, Installation, testing, services and support up to 50		
	50-100		
	> 100		
9.	Presentation & Proof of Concept (Weight age will be given to Demo or working modules of EMS rather than simple slide presentation.)		

Place: Bidder's signature & Seal

Date:







Form- TECH-7: Declaration Regarding Clean Track

(To be executed on Stamp paper as per legal requirement)

We have carefully gone through the Terms & Conditions contained in the RFP Document regarding Selection of System Provider for Automation of Complete Examination Management System of Gauhati University, Guwahati. We hereby declare that our company has not been debarred/black listed by any Government/Semi Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

Date:

Business Address:

Place:

Date:

Bidder's signature  
with seal.

Form- TECH-8 (Will be used by the University Committee to evaluate Technical Bid)

Technical Bid Evaluation Chart

(Based on pre-bid presentation and technical evaluation by the Committee)

Technical Evaluation Chart

Date:

On the basis of the certificates and documents provided along-with RFP by bidders and on the basis of presentation on -----the committee member will evaluate the bidders as per the following:

S. No	Technical Evaluation Parameters	Max Pts.	Marks Obtained
1	Financial Capability: Average annual turnover for last three years FY 2014-15,15-16,16-17 Rs.10 crores <INR<=100 Crores	5	
	INR 101 to 200 Crores	7	
	INR >200 Crores	10	
2.	ERP/Web Portal implemented in University with no Affiliated Colleges in India	4	
	ERP/Web Portal implemented in One Indian State Government University/ Central University with Affiliated Colleges	6	
	ERP/Web Portal implemented in more than One Indian State Government University/ Central University with Affiliated Colleges	8	
	ERP/Web Portal implemented in more than two Indian State Government University/ Central University with Affiliated Colleges	10	
3.	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are > 10 &< 25	2	
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 25 &< 50	3	
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 50 &< 100	5	
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 100 &< 150	7	
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 150 &< 200	8	
	ERP/Web Portal implemented in any one University with which Max. Affiliated colleges are >= 200	10	

4.	CBCS(Choice Based Credit/Grade System) in Examination implemented	10	
5.	Examination Result Processing of Students in any Government University in one year 10000 to 50000	2	
	Examination Result Processing of Students in any Government University in one year 50001 to 100000	3	
	Examination Result Processing of Students in any Government University in one year 100001 to 200000	5	
	Examination Result Processing of Students in any Government University in one year more than 200000	10	
6.	Project completed involving design, development and hosting of application in any University in last 3 years having value of more than 1 Crore INR will be considered  =1 project	5	
	2 - 3 projects	7	
	>3 projects	10	
7.	Applications must run on all three environment /platform(Desktop, Mobile, Tablet)	5	
8.	Employee strength Employees employed in Software design, development, implementation, Procurement, Installation, testing, services and support up to 50	2	
	50-100	3	
	> 100	5	
9.	Presentation & Proof of Concept (Weight age will be given to Demo or working modules of EMS rather than simple slide presentation.	30	

Any Specific Comments:

Signature of the Member:

Name of the Committee Member:

Department & Designation:

Section 4: Financial Bid/Proposal Standard Forms

Financial Bid/Proposal Standard Forms

Let-Bid: Bid Form Letter –F1

(To be submitted on letterhead of the Bidder)

Ref. No.:

Dated:

To  
The Registrar  
Gauhati University  
Gopinath Bordoloi Nagar  
Guwahati (Assam) - 781014

Ref: Selection of Vendor for Complete EMS of Gauhati University against RFP  
dated: No \_\_\_\_\_ date-----

Dear Sir,

Having examined the RFP document relating to the Selection of System Provider for Automation of Complete Examination Management System (EMS) of Gauhati University as detailed in your RFP/tender, Terms & Conditions and scope of procurement, Specifications etc. and having understood the provisions and requirements relating to the procurement and all other factors governing the tender, We hereby submit our offer for the Selection of System Provider for Automation of Complete Examination Management System (EMS) Gauhati University on MSM basis, in accordance with terms and conditions and confirm our acceptance to execute the order within the time period specified in the RFP document, at the rates quoted by us in the accompanying Commercial Bid.

We accept the RFP document and if we fail to complete the delivery as per the order, we agree that, Gauhati University shall have full authority to forfeit the earnest money/Performance Security and cancel our order with no obligation on their part.

We confirm having deposited earnest money of INR Rs.10,00,000.00 through D.D. in the favor of Registrar, Gauhati University, Guwahati.

We further confirm that –

We fulfill the eligibility criteria mentioned in EoI and RFP documents and we have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.

We have sufficient qualified manpower and necessary materials and after sales support to execute the order efficiently in the specified time schedule.

The quoted rates shall be valid for 180 days from the date of submission of the bid

We further confirm that all chapters of the RFP documents have been read, understood and signed and there is no deviation/discrepancy

Signature of the Bidder

With stamp and date

Commercial Bid Letter- F2

(To be submitted on letterhead of the Bidder)

Ref. No.:

Dated:

Name of the Bidder:

To

The Registrar  
Gauhati University  
Gopinath Bordoloi Nagar  
Guwahati (Assam) - 781014

Subject: Submission of Commercial Bid against RPF tender No. \_\_\_\_\_  
Dated\_\_\_\_\_for Selection of System Provider for Automation of complete Examination Management System (EMS) of Gauhati University, Guwahati on Build-Own-Operate & Transfer (SaaS) model

Dear Sir,

Having examined the RFP document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement, as a System Provider, Automation of complete Examination Management System (EMS) of Gauhati University, Guwahati on Build-Own- Operate Transfer (SaaS) model. To meet such requirements and to provide services as set out in the RFP document, we herewith submit our commercial proposal for the sum of [Amount in words and figures], summarizing our commercial proposal as per Format attached.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.

We understand that you are not bound to accept any proposal you receive.

Terms:-

- 1 The Prices mentioned in attached format are inclusive of all taxes.
- 2 Price shall remain fixed for a period of 180 days from the submission of bid.



- 3 The Octroi and other duties, if any, will not be charged separately to the University.
- 4 The financial bid is liable to be rejected in absence of Format: Detailed Commercials.

Place: Bidder's signature with seal

Date:



## Fin-bid-Form-1: Detailed Commercial Bid Format

Name of the Bidder:

Address:

S.No.	Item/ Description	Unit Price for Development/ Operations /Maintenance of Complete EMS for the first year	Unit Price for Operations /Maintenance of
1	Annual Price/Cost/Fee per Student per Year for following three modules separately : <ol style="list-style-type: none"> <li>a. Pre Examination module</li> <li>b. Examination Processing module</li> <li>c. Post examination module</li> </ol>		
2	Description of Services: <ul style="list-style-type: none"> <li>• Designing, Customization, and Implementation.</li> <li>• User training of Examination Management System.</li> <li>• Server Hardware, System Software, Storage, Firewall security</li> <li>• Help desk setup and Operation at University Campus during GU working hours.</li> <li>• Data Migration Assistance.</li> <li>• Data center and disaster recovery combining annual support and maintenance</li> <li>• SMS Alerts Facility for Students</li> <li>• Online portal for Applicants to get Status of their application.</li> </ul>		
3	Per user Cost in the Managed Service Model (MSM), includes the following component of Examination Management System; <ol style="list-style-type: none"> <li>a) All upgrades and enhancements of modules (according to the University requirements).</li> <li>b) Annual maintenance, upkeep and upgrades of proposed Examination Management System and related datacenter infrastructure components and services.</li> <li>c) Full time manpower deployment throughout the contract period for training and handholding.</li> </ol>		

Note: Unit Price means Price to be charged for per student per year (including all taxes, duties etc.)

Place:

Bidder's signature with seal

Date:



## Section 5: Terms of Reference (ToR)



## Terms of Reference (ToR)

### 5.0. Introduction

Gauhati University, Guwahati seeks a Complete Examination Management System (EMS) on Managed Service Model (MSM) model. The System Provider is required to provide the solution as a service and engage on the said model for a period of 5 years. By MSM, it is meant that the selected vendor shall customize, deploy and maintain the University Examination Management System and provide the required manpower for smooth and effective running of the system and after 5 years shall transfer the complete system along with all related databases and technical support documents to the Gauhati University, Guwahati at no extra cost.

The Scope of Work for the System Provider, with reference to the development of Web based ERP/ Complete EMS for Gauhati University, Guwahati consists of following components:

- 1 Complete Examination Management System (EMS) along-with Solution Hosting and certification.
- 2 Helpdesk Services
- 3 Manpower Resources
- 4 Training and Capacity Building

The University will cater to approximately 3,00,000 students studying in approximately 350 affiliated Colleges.

The selected System Provider shall provide, maintain, support and be responsible for entire activities like University Examination Management System (EMS) along-with all the necessary hardware, software, maintenance, operations, payment gateway integration, on-going training to users college staff and University Staff & provide Helpdesk services on a 9:00 AM to 6:00 PM on all GU working days to assist various users in using the University Examination Management System (EMS) . The selected System Provider needs to bear the entire Operating expenditure for the project for the entire operational period of 5 years.

The bidder is expected to charge a User Fee for the System from the students through University and recover the expenditure incurred over the operational period of 5 Years.

### 5.1. Objectives of the Project

The complete Examination Management System which will be a web based ERP system is the Automation of overall Examination activities of Gauhati University, Guwahati aims at providing a world class University environment for students and colleges and providing the administrative control



mechanism for the University officials for management of various examination related activities at University level.

The objectives of the project are:

- a) To facilitate students related services such as pre-examination, filling of forms, fee payment, examinations result processing, Post examination processing etc.
- b) To provide online facilities for the students of various colleges at their own places aiming to achieve the zero-error scenario.
- c) To improve transparency and accountability in the overall examination system.

## 5.2. Scope of Work

The Scope of Work for the System Provider, with reference to Complete EMS (Examination Management System) consists of following components:

- Complete Examination Management System (EMS) along with Solution Hosting & Certification
- Manpower Resources
- Training and Capacity Building

Major Modules / Functionalities required in Web-based ERP/ Examination Management System (UMS) are:

S.No.	Item/ Description
1	<ol style="list-style-type: none"> <li>a. Pre Examination module</li> <li>b. Examination Processing module</li> <li>c. Post examination module</li> </ol>
2	<p>Description of Services:</p> <ul style="list-style-type: none"> <li>• Designing, Customization, and Implementation.</li> <li>• User training of Examination Management System.</li> <li>• Server Hardware, System Software, Storage, Firewall security</li> <li>• Help desk setup and Operation at University Campus during GU working hours.</li> <li>• Data Migration Assistance.</li> <li>• Data center and disaster recovery combining annual support and maintenance</li> <li>• SMS Alerts Facility for Students</li> <li>• Online portal for Applicants to get Status of their application.</li> </ul>

NOTE: The following is to be provided by the Bidder

- Firewall security for the hosted EMS Application.
- Uninterrupted Power Supply for Servers at the Datacenter.
- Internet bandwidth for Servers at Datacenter and Disaster Recovery Site.
- Technical Manpower like Database Administrators, IT Engineers
- Dedicated Help Desk at the University
- Handholding support at the University campus

Additional Services to be provided under MSM for University as part of the EMS Project. The Successful Bidder will be responsible for correct & satisfactory functioning of the EMS Application during the entire contract period. The Bidder will provide full time support to the University to ensure the efficient day-to-day functioning of EMS, inclusive of the following:

- ✓ Provide help desk for resolution of queries and trouble shoot in functional and technical areas.
- ✓ Updates and upgrades of the EMS product patches and hot fixes as and when they are released.
- ✓ Fixing the issues identified in the proposed system.
- ✓ Implementation of New Enhancements as per mutually agreed change management process.
- ✓ Documentation of all the updates, upgrades and new releases.
- ✓ System monitoring and Storage management activities of back up, archival and retrieval of data.
- ✓ Disaster Recovery and Failover management

### 5.2.1. Description of Modules

#### Pre Examination

Pre-Examination enquiry, Set eligibility criteria and rules for admission, define admission route, whether through entrance exam or merit, screen applicants, shortlist students, generate cut-off lists and register students for admission. Counseling services should also be available to help students select the desired course. On the day of admission, students can pay their fees, get their photos clicked, get their ID cards, log-in password for the Student Portal and complete all other formalities of enrolment from a single window. Biometrics is captured to facilitate student identification.

When pre-examination activities are finished, selected candidates enrolled in the University through this, student demographics automatically fetched from pre-examination module. Eligibility check and candidate academic verification is an integral part of this module. University can maintain record of submitted documents by students, provided document can scanned and uploaded for future reference.

- Student Registration and Record Management
- Advisory Allocation
- Student Disciplinary Records
- Student Enrollment generation
- Student Portal Password generation

### Examination Process Module

This module should handle all the information and the processes pertaining to examination schedule, examination application form, hall ticket, room allocation, exam attendance, question paper setting, paper evaluation, mark sheet, grading, result, and invigilator reports.

Manages all processes prior to the examinations, such as online submission of examination forms, generating hall ticket, room allocation, and question paper setting. Create a panel of examiners and invigilators, create an examination schedule and register Examination Centers for secure paper delivery.

### Post examination module

Post conduct examination activities manages all processes related to exam completion and evaluation. Get an overview of examination attendance, record and lock final marks, generate results and grade sheets, process requests for re-evaluation, tabulate results and promote students. The module can also generate marksheets and certificates, and manage compartment exams, if any.

### 5.2.2. Model of engagement

Gauhati University, Guwahati would need the vendor to use a managed services model for the above systems for a period of five years from the date of signing of the MOU. In particular, the vendor must provide automation software installation, commissioning, operation and updation, hardware and software maintenance/ up gradation/ updation, regular backup module and complete support for the five years by a dedicated onsite team. Bug fixing, feature enhancement and higher-level support may be provided through offsite backend. GAUHATI UNIVERSITY, GUWAHATI expects the complete automation to go live in 25 weeks after the order has been awarded.

Managed services will also include providing software licenses, hardware, bug fixing, enhancements, upgrades, functional and technical training of GAUHATI UNIVERSITY, GUWAHATI personnel, and other related activities. The vendor will take the end-to-end ownership as a single point contact to ensure smooth functioning of the IT operations by providing requisite resources.

### 5.3. Implementation Model

The implementation is planned to be done on MSM model, where the system provider will be required to provide the solution, along with manpower for a period of 5 years from the date of signing the MOU. The System Provider shall build, operate, maintain, and upgrade the hardware and software for the duration of 5 years and after 5 years system provider shall transfer the complete system to the Gauhati University, Guwahati at no extra cost.

The helpdesk for troubleshooting etc. shall be setup by the System Provider in Gauhati University, Guwahati. Also, the manpower for facilitation etc. shall be provided by the System Provider on time to time basis.

### 5.4. Functional and Technical Requirements

The functional and technical requirements for some of the modules are given in annexure-1 and annexure-2 of Section-VI of this RFP/Tender document. Functional requirement specification of remaining modules will be prepared with the selected vendor/service provider after having a detailed requirement analysis and information gathering with the actual user of the concerned section.

### 5.5. Installation of Complete EMS

The application required at a central server shall be remotely accessible through web interface. The system shall be made available purely as a web interface for client machines, and should not require any special installation etc. It should be browser independent, and work on all the browsers (both on mobile and computers), i.e. Chrome, Firefox, Internet Explorer, Netscape, Dolphin etc.

### 5.6. Integration/ Interface Requirements

The implementation of the University Examination Automation application requires integration with the existing legacy systems & interfacing with the various colleges. The bidders shall provide open APIs for interface with future e-commerce / m-commerce /ERP applications. The University

Examination automation application must be integrated with the payment gateway, & should allow users

To remit the funds via NEFT / RTGS/ Debit Cards/credit card/ Direct Account Transfer/digital wallet/NetBanking from all leading banks in India.

Also, the system shall be able to provide interface to printers.

#### 5.7. Software Licenses

The software licenses required if any shall be procured by the bidder. The system software licenses required shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the University for the Entire Period of contract. All the licenses and support should be in the name of Gauhati University, Guwahati.

#### 5.8. Upgrades/Updates and Changes in the Solution

The System Provider will be responsible for all the upgrades, updates, installation of patches and overall maintenance of the automation solution. Any change in the modules proposed under this RFP, as required by the University post Go-Live, shall be made by the bidder at no additional cost to the University.

#### 5.10. Solution Hosting & Certification

As the University is asking for a Managed Service Model, hence, the solution should be hosted on a minimum of Tier 3 + Data Centre / Cloud by the Bidder.

#### 5.11. Helpdesk Services

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

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

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

5.11.3. Helpdesk shall operate from 9:00 AM till 6:00 PM

## 5.12. Training and Capacity Building

The system provider will be required to train all the users of the system in batches from the University and College staff. The system provider shall design and modify the training programs to ensure that each user (excluding students) is trained at least twice in a year on the application.

The system provider shall also make available separate detailed illustrative user manuals for the application for the use of student, faculty and administrative staff of colleges and University.

Over and above these trainings, the helpdesk shall provide the support to all users of the system.

## 5.13. Minimum Required Deliverables

The suggested list of deliverables (but not limited to) from the successful bidder includes:

5.13.1. Document containing detailed requirement captured and analysis including functional requirement, SRS (Software Requirement Specification), Interface Specifications, application security requirements and process workflows.

5.13.2. High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc. Test Plans and Test cases at overall level

5.13.3. Detailed Project Plan, with week-wise activities, including, but not limited to, detailed timelines for customization and acceptance testing of the modules, Submission of deliverables, etc.

5.13.4. Detailed acceptance testing plan.

5.13.5. Testing Reports

5.13.6. Tools to monitor the SLAs should be supplied, installed and maintained by the Bidder.

5.13.7. Training Plan, Training Manuals and literature

5.13.8. User Administration Manuals (For System Administrators) in English

- 5.13.9. Operational Manual for Students in English
- 5.13.10. Operational Manual for Parents in English
- 5.13.11. Operational Manual for Faculty in English
- 5.13.12. Operational Manual for College Users in English
- 5.13.13. Operational Manual for University Users in English
- 5.13.14. Weekly Status and Review Reports during the implementation period
- 5.13.15. Periodic Review and Testing Reports of the Automation Solution
- 5.13.16. Security Audit Reports
- 5.13.17. Escalation Mechanism
- 5.13.18. Exit Management Plan
- 5.13.19. Monthly Reports during operations period (These reports must include the details of the maintenance activities, modifications in the software, release of new versions (if any), Analysis of the incident / call statistics, in that particular month. Also, the SLA compliance matrix for the respective month shall be present in this report.)





#### 5.14. Project Schedule

The System provider shall provide a detailed plan for implementation of the solution.

##### 5.14.1. Implementation Timelines

S. No.	Activity/Task/ Milestones	Time to Completion (in Weeks)
1	Project Start/ Signing of Contract	T
2	Team Mobilization	T+2
3	Project Planning (Submission of all plans in the deliverables)	T+4
4	Delivery of 3 Urgent modules as mentioned above	T+8
5	Training of Users	T+28
6	Setup of Helpdesk at the University	T+26
7	Complete EMS Go-Live (after satisfactory Pre-Go-Live interaction with stakeholders)	T+25 or earlier
8	Operations Phase	After Go-Live

##### 5.14.2. Go-Live

Go-Live date will be defined as date of acceptance by the University.

#### 5.15. Acceptance Criteria

5.15.1. University will accept the commissioning and project Go-Live only as described earlier.

5.15.2. A team comprising of representatives from Gauhati University will verify satisfactory performance of all the modules.

5.15.4. For acceptance testing of the Software solution the Gauhati University shall mutually agree on a detailed Acceptance Test Plan.

## 5.16. Service level Requirements (SLR)

The purpose of this Service Level Requirements (hereinafter referred to as SLR) is to clearly define the levels of service which shall be provided by the Bidder to Gauhati University for the duration of this contract.

### 5.16.1. Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

1. "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to the University and all colleges. Uptime, in percentage, of any component (Non IT & IT) can be calculated as:

$$\text{Uptime} = \{1 - [(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]\} * 100$$

2. Downtime shall mean the time period for which the specified services / components with specified technical and service standards are not available to the University and colleges and excludes the scheduled outages planned in advance for DC and the link failures. It is clarified that this term covers non-availability of the Application at Server Side and shall be monitored at Server Side.
3. Bidder shall be given maintenance time as per the Tier III SDC standards.
4. Incident refers to any event / abnormalities in the functioning of the software application services that may lead to disruption in normal operations.
5. Helpdesk Support" shall mean the center which shall handle fault reporting, trouble ticketing and related enquiries during the term of this contract and on all days from 8AM to 10PM.
6. Help Desk Response Time shall mean the time incident is reported to the Helpdesk and Helpdesk responds to that incident.
7. Portal Response Time shall mean the period of time between a request for a service and the associated response.
8. Resolution Time shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation. The resolution time shall vary based on the severity of the incident type/category reported at the Helpdesk.

## 5.17. SLRs

This SLR section provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Bidder shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by Bidder shall be reviewed by Gauhati University that shall:

1. Regularly check performance of the Bidder against this SLR.
2. Discuss escalated problems, new issues and matters still outstanding for resolution.
3. Review of statistics related to rectification of outstanding faults and agreed changes.
4. Obtain suggestions for changes to improve the service levels.

The SLAs defined are indicative that can be modified by Gauhati University based on the technical presentations and other aspects at the time of signing of agreement with the selected System Provider.

### 5.17.1. Deployment SLR

S.No	Activity	Baseline (T) (in weeks)	Expected Performance (in weeks)	Penalty for Delay
1	Team Mobilization	=T+2	<T+2	A Penalty of Rs.5,000 per day for first week, Rs.10,000 per day for every subsequent week or part there of subject to a maximum of Rs.1,00,000.
2	Go-Live	=T+25	<T+25	A Penalty of Rs.1,00,000Per week for first four weeks, Rs.2,00,000per week for every subsequent week or part there of subject to a maximumofRs.10,00,000 .

\*Note:The time taken by University for approvals shall be excluded from the timelines.

### 5.17.2. Operational SLR

SLRs for Operations Phase					
S.N	Activity	Description	Expected Performance	Measurement Methodology	Penalty for Delay
1	Portal Uptime	Average Monthly Portal Uptime shall be at least 99.5%.	>=99.5% measured on monthly basis	Adequate Tools to be deployed by System Provider	.05% of the invoice amount for every 0.1% slippage in the uptime.
2	Portal Response time	Average Monthly Response Time of the Portal shall be less than 5 Seconds, for loading of the page (performance of application & DB server)	<=5 seconds	The System Provider shall deploy Adequate tools to monitor the response time of all the application pages. The response time shall be automatically captured every hour by the tools, and then shall be averaged over the entire month.	.01% of the invoice amount for every 0.5 seconds slippage in the uptime.
3	Workaround Resolution for Solution Related Issues	All the application software related issues, as raised through the helpdesk, shall be given workaround resolution within 8 hours, to make the solution available in working condition.	<=8hrs. Of resolution time.	Resolution Time, as measured from the time the issue is raised at the helpdesk.	.001% of the invoice amount for every 1 hour of slip page in the resolution time for each issue.
4	Permanent Resolution for Solution Related Issues	The issues, for which workaround resolution was made, shall be resolved within 1 month of issue logging.	<=1 month of resolution time.	Resolution Time, as measured from the time the issue is raised at the helpdesk.	.01% of the invoice amount for every 1 Week of slip page in the resolution time for each issue, calculated on the basis of no. of enrolled students at the beginning of the Month.

### 5.17.3. Helpdesk SLR

SLRs for Helpdesk					
S.No.	Activity	Description	Expected Performance	Measurement	Penalty for Delay
1	Helpdesk Uptime	Helpdesk Uptime implies that helpdesk services are fully available and system is not down for any reason wherein system refers to the Hardware, Software & Voice infrastructure of the Helpdesk	>=99.5% measured on monthly basis.	Helpdesk Uptime= (Total down time (in minutes)*100)/(Total service time in a month)	.01% of the invoice amount for every 0.1% slippage in the uptime.
2	Call pickup ratio	The Call Pickup Ratio implies that the calls made by the callers are answered within a time limit (i.e. 30 seconds).	<=30 seconds	Call Pickup Ratio= (Total answered Calls with response time < 30 seconds * 100) / (Total received Calls in month)	.005% of the invoice amount for every 5 seconds slippage in the average call pickup ratio.
3	Call Abandon Rate	This measures the percentage of calls that requested for an agent but got disconnected before being answered by an agent i.e. the percentage of calls that were abandoned by the customers after they have selected the IVR option and waited for the agent to pick up.	<=5% measured on monthly basis		.005% of the invoice amount for every 1% slippage in the Call Abandon Rate.
4	Issue Response Time	This measures the average response time to the issues raised by the callers, and logged by the helpdesk. The issues that cannot be resolved immediately over the call, shall be Logged into the system. Also, response refers to providing either the resolution, or escalating the call to service engineers for resolution, and the notification to caller shall be sent in either case.	<=2 hours of response time.	Issue Response Time= (Total response time for Issues logged within the month) / Total Issues logged within the month	.01% of the invoice amount for every 30 minutes slippage in the issue response time.









## 5.18. Exit Management

The Exit Management Plan shall be based on mutually Agreed terms between System Provider and Gauhati University. The Gauhati University can:

5.18.1. Continue using the solution, in case the bidder opts to transfer the solution to Gauhati University. The Gauhati University, however, reserves the right of refusal to continue with the solution.

5.18.2. Extend the contract, based on same terms and conditions of this RFP. The Gauhati University, however, reserves the right to re-negotiate terms of the contract.

## 5.19. Governance Structure

### 5.19.1. Bidder's Responsibilities

5.19.1. To submit Pre-Qualification documents as required.

5.19.2. To understand the Scope of Work and the expected Outcomes & Deliverables.

5.19.3. To obtain necessary clarifications for preparing a comprehensive Proposal.

5.19.4. To provide a comprehensive RFP response for Complete EMS.

5.19.5. To provide necessary collaterals to substantiate RFP response.

5.19.6. To present the salient features of RFP response to facilitate evaluation.

5.19.7. To prepare various deliverables as per requirements for the respective phase.

5.19.8. To develop system Application and portal as per committed plans and timelines.

5.19.9. To ensure Quality Assurance of developed system.

5.19.10. To deploy the application and portal as per committed Deployment plan.

- 5.19.11. To monitor Risks and mitigate them continuously.
- 5.19.12. To complete User Acceptance & Sign-Off for Phase wise functionalities.
- 5.19.13. The Customization of the application using the infrastructure of the Service provider.
- 5.19.14. If the local office does not exist, the bidder will open a Project Office within 15 days of date of signing of contract.
- 5.19.15. Submission of the reports to department on project progress on weekly basis.
- 5.19.16. Data migration for the master data.
- 5.19.17. Configuration management of the system during O&M period.
- 5.19.18. The System Provider shall design a detailed training program for the staff users.
- 5.19.19. Deliver the deliverables as per the contract terms and conditions.
- 5.19.20. Responsibility of getting sign-off on deliverables and phases from the University.
- 5.19.21. Adding value to the Functional Requirements provided in the RFP.
- 5.19.22. Responsibility to conduct further research on process reform.

## Section6: Annexures

## Annexures

Annexure 1: Bidder shall provide certificate or proof of being a Central Government Public Sector Undertaking (PSU) / Assam Government Public Sector Undertaking (PSU)/Central Government Organization/Assam Government Organization/ Registered Company in the response of the tender.

Annexure 2: Bidder shall provide Copies of PAN/TIN/Service Tax. Registration Certificate in response of the tender.

Annexure 3: Bidder shall provide Proof of being engaged in IT Projects/Solutions business for a period of at least 5 Years as on last date of submission of response of the tender.

Annexure 4: Bidder shall provide Audited balance sheets and ITR for last 3 Financial Years in response of the tender.

Annexure 5: Bidder shall provide proof of implementing University Management System in at least 5 Central and State Government Universities (Out of which "Complete" Examination Management System in at least 3 such Central and State Government Universities) in response of the tender.

Annexure 6: Bidder shall provide proof of implementing Examination Management System in University having more than 10 affiliated Colleges in response of the tender.

Annexure 7: Bidder shall provide proof of implementing Choice Based Credit System in various Universities in response of the tender.

Annexure 8: Bidder shall provide proof of processing Examination results for more than 10,000 Students in response of the tender.

Annexure 9:Bidder shall provide proof of implementing Examination Management System in various Universities having value more than 1 Crore in response of the tender.

Annexure 10:Bidder shall provide proof of implementing APP in any University in response of the tender.

Annexure 11:Bidder shall provide proof of having employee strength of at least 50 in response of the tender.

Annexure 12:Bidder shall provide details of proposed associate services in response of the tender