



TILKA MANJHI BHAGALPUR UNIVERSITY, BHAGALPUR
(NAAC Accredited 'B' grade State University)

REQUEST FOR PROPOSAL (RFP)/Tender

[Date of Issue: 24-10-2018]
[Date of Submission: 22-11-2018]

for

Cloud based
University Management Information System
(UMIS)

for

TILKA MANJHI BHAGALPUR UNIVERSITY
Bhagalpur-812007, Bihar

(Website: www.tmbuniv.ac.in)

Email: registrar-tmbu-bih@nic.in

Tel: 0641- 2620353

Disclaimer

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

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

T.M. Bhagalpur University (TMBU), Bhagalpur 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. **TMBU, Bhagalpur** also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. **TMBU, Bhagalpur** reserves the right to change/ modify/ amend any or all of the provisions or terms and conditions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the website of **TMBU, Bhagalpur**.


Registrar 20/11/18



**TILKA MANJHI BHAGALPUR UNIVERSITY, BHAGALPUR
(NAAC Accredited 'B' grade State University)**

Request for proposal (RFP)/Tender for Supply and Implementation of Cloud-based University Management Information System (UMIS) of T. M. Bhagalpur University, Bhagalpur on Build-Own-Operate and transfer (BOOT) model

T. M. Bhagalpur University, Bhagalpur invites Request for Proposals (RFP), in the form of sealed tenders in two bid system i.e. Technical Bid and Financial Bid from eligible, qualified and experienced agencies with sound technical and financial capabilities for design, development, and maintenance for Automation of Cloud-based University Management Information System (UMIS) of T. M. Bhagalpur University, Bhagalpur on Build-Own-Operate and transfer (BOOT) 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 **22-11-2018 till 04:00 p.m.** The proposal must accompany a non-refundable amount of **Rs. 5,000/-** (Rupees Five Thousands only) towards non-refundable RFP Document and **Rs. 10,00,000/-** (Rs. Ten Lacs Only) as **EMD**, both in favour of Registrar, T. M. Bhagalpur University, Bhagalpur payable at Bhagalpur.

The detailed RFP document can be downloaded from the University website www.tmbuniv.ac.in from 24-10-2018.


30/11/18
Registrar

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IMPORTANT ACTIVITIES/DATES

S. No.	Key Activities	Date
1	Issue of Request of Proposal (RFP)	24/10/2018
2	Last Date for Submission of Written Question (if any) by bidders through email only	05/11/2018
3	Pre-bid Conference for response to bidder's question and discussions (Bidders must attend the meeting)	17/11/2018 at 11.30 am
4	Last date/Time for submission of bids	22/11/2018 up to 5:00 pm
5	Technical bid opening Date/Time (Bidders can attend the meeting)	24/11/2018 at 11:30 am
6	Technical Bid evaluation	24/11/2018
7	Commercial Bid Opening of Technically qualified bids (Bidders can attend)	27/11/2018 at 3:00 pm

RFP Submission:

Bidders may download the RFP documents from the TMBU website and must be submitted on or before 22/11/2018 up to 04:00 PM through registered post or speed post. 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 and 2 photo copies of Technical Bid

b. **Envelope 2:** Financial Bid

c. **Envelope 3:** Both the above envelopes in Envelope 3

Address:

The Registrar
T. M. Bhagalpur University,
Bhagalpur-812007
Bihar



TILKA MANJHI BHAGALPUR UNIVERSITY, BHAGALPUR (NAAC Accredited 'B' grade State University)

About TMBU

The Tilka Manjhi Bhagalpur University, also known as Bhagalpur University, is a premier institution for providing higher education in the state of Bihar. The University is situated in Bhagalpur town of Bihar State in India and is named after famous freedom fighter Tilka Manjhi. Established on 12 July 1960, it is a public university sprawled within 264 acres of lush green campus ideal for teaching and learning. The University has 6 Faculties, 34 Teaching Departments, 5 Research Centres and 12 Constituent Colleges, besides affiliated to it 11 Colleges and 14 B.Ed. Colleges. The university harbours a sound academic ambience with its highly qualified and dedicated faculty staff to provide quality teaching and research in various disciplines of sciences, social sciences, humanities, commerce, law and education as well as Biotechnology, Bio-informatics & Computer Science.

At present, approximately 70 thousand UG, PG, and research students are enrolled and about 2 thousand teaching and non-teaching staff are contributing their services to the colleges and university.

GENERAL TERMS AND CONDITIONS

Eligibility Criteria/ Prequalification

- (1) Bidder should be a registered company under the Indian Companies Act with at least 5 years of experience in implementing Educational Institute Management Software Solutions.
- (2) Bidder should be registered with the Service Tax Department and also carry a valid PAN number. Bidder must upload its Income Tax Return statement for the last three **Assessment Years** and Service Tax Return for the period April 2018 to September 2018.
- (3) Bidder should have a minimum turnover of Rs. 10 Crore in average for last three **financial years**. The certificate as per the format given in Annexure is to be enclosed. Bidder must upload **Audited Financial Statements** for the mentioned three financial years.
- (4) Bidder should have successfully developed and deployed such management system for at least TWO educational institutions out of which one must be a reputed government institution (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities) in India in the last five years. Bidder must upload client list with contact details for reference. Bidder must upload copies of work order and a satisfactory work completion certificate issued by competent authority of the client, for the same. ***The completion certificate must clearly indicate the following: Name of work, Value of work done, the date of completion of work, nature of work, & That the work has been completed satisfactorily.***
- (5) Bidder must have ISO 9001:2000 and ISO-27001 or other such certification.
- (6) The responder shall be the single point of contact for TMBU and shall be solely responsible for all the warranties, upgrades and guarantees etc. An undertaking to this effect should be submitted.
- (7) Bidder should submit how much time they shall take to complete the project phase wise.
- (8) The bidder shall be in a position to give the total integration & solution including source code with documentation to TMBU, Bhagalpur. The source code shall be available on our server without any lock for TMBU Administration and at no extra cost. An undertaking to this should be submitted.
- (9) Bidder must agree to provide minimum two dedicated onsite manpower for the implementation/monitoring & trouble shooting of proposed UMIS.
- (10) Bidder must agree to train TMBU staff on the source code so that in case of unforeseen circumstance, these staff can take care of the proposed UMIS.
- (11) The software should be able to provide various access to users at different level.
- (12) Bidder should have its own software development facility and should have experience in developing and implementing customized educational institute management software without direct / indirect involvement of any third party.

- (13) Bidder must have a minimum strength of 100 technically qualified (B. Tech / M. C. A.) professionals as on 01.07.2018 on its rolls at its development facility. Bidder must enclose relevant documents for its claim.
- (14) Bidder should not participate in this tender as a reseller, authorized vendor or as a consortium partner.
- (15) Bidder should not have been blacklisted for any reason by any government institution / department in the past three years.

Earnest Money Deposit (EMD)

- 1) The Bidders must submit an Earnest Money deposit of INR 10,00,000 (Rs. Ten lacs) in the form of a bank draft along with a Technical proposal.
- 2) The EMD shall be in Indian Rupees only. The Bank Draft should be drawn in favour of “Registrar, T. M. Bhagalpur University, Bhagalpur” and payable at Bhagalpur.
- 3) Unsuccessful Bidder’s EMD will be discharged / refunded as promptly as possible, but not later than 30 days after the final selection.
- 4) The successful Bidder’s EMD will be discharged only after the completion of the contract project.
- 5) The EMD shall be forfeited:
 - a. If a Bidder withdraws the bid after the final date of during the period of Bid validity specified by the Bidder on the Bid Form.
 - b. Or 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
- 6) Proposals not accompanied by EMD will not be considered for Technical and Financial evaluation.

Performance Security

- 1) 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, furnish to TMBU a performance security in the form of an irrevocable Bank Guarantee for an amount equal to ten percent (10%) of cost mentioned in the *financial bid*. This performance security will be released after successful completion of the whole Project.
- 2) The Bank Guarantee/s shall be in favour of Registrar, T. M. Bhagalpur University, Bhagalpur issued by any nationalized or scheduled Indian Bank, approved by the Reserve Bank of India.
- 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.
- 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 TMBU before the expiry date of the Bank Guarantee originally furnished.

Software Requirement Specification (SRS)

Selected bidder shall conduct a detailed System Study of business processes of University. Under this section, the Selected Bidder is required to thoroughly understand the function and operational process of the University by:

- Interacting with various Department heads/ faculty/ student/ staff etc.
- Reviewing the existing systems, applications, and their websites
- Detailed study of requirements of Examination Management, Student Lifecycle, HRMS, Establishment, Fees and Finance sections, Office Management etc.
- Understanding / assessing data migration / digitization requirement and strategy
- Understanding / assessing data inputs and outputs requirements
- Collecting input forms, registers and reports formats of Colleges/ Universities and administrative departments

The Selected Bidder shall be responsible for preparation of Software Requirement Specification (SRS) to be developed based on an independent assessment of the requirements of the University. The indicative functional requirements are as specified in this RFP document which shall be further detailed and finalized during SRS stage.

Date & Seal

Name and Signature of the competent authority of the Bidder

Bid Evaluation process

All responses including the proposed solution(s) received by TMBU shall be evaluated by an Evaluation Committee duly constituted by TMBU, on the basis of eligibility criteria mentioned in this document. The responders will present the solution before the Committee on 17/11/2018 from 11.30 AM onwards.

TMBU shall be at liberty to reject any response received from any company or consortium for the Letter of Interest in reply of notice inviting RFP dated 24/10/2018.

Bid Validity

All the bids must be valid for a period of 120 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 Agreement. No request will be considered for price revision during the contract period.

Scope of Work

The Scope of Work for the System Provider, with reference to Automation of T. M. Bhagalpur University, Bhagalpur consists of following components:

- i. Complete Integrated University Management Information System
- ii. Email Solution and SMS solution
- iii. Solution Hosting & Certification
- iv. Helpdesk Services
- v. Manpower Resources
- vi. Training and Capacity Building

Major Modules / Sub-Modules required in Cloud-based University Management Information System (UMIS) are:

S. No.	Modules	Sub-Modules	Phase Wise	Remarks
1	Academics	Admission Management, Academics Management, Course and Curricula Management, Choice Based Credit System	Phase-I	
2	Student Lifecycle Management	Student Management System, Attendance Monitoring, Time Table, Students Welfare Management, Scholarship Management, Sports & Culture PG/PhD Fellowship Management Student Fees Management Grievance Management, Alumni Management, Student Enquiry System Feedback System, etc	Phase-I	

3	Examination Management System	Pre Examination Processing Post Examination Processing Examination Malpractices Result Processing Degree Management NAD Integration Verification Management Convocation Management	Phase-I	
4	Human Resources Management System	Establishment Management Faculty and Staff Recruitment Internal Quality Assessment Cell Payroll & Pension Management Leave Management Promotion /Increment Transfers Management Grievance Management Service book management Annual Report Data Generation	Phase-I	
5	Financial Accounting System	Budget Management Salary disbursement Finance/Financial Management Outsource Service and payments Fee Management System Advance Requisition Advance settlements Claims and Reimbursements Auditing Project / Grant Management Cash Books and Ledger Maintenance	Phase-I	
6	Attendance Monitoring System	Student Attendance Teaching Attendance Non-Teaching Attendance	Phase-I	
7	RTI & Court Case Management	RTI Legal Notice Pending cases Disposed cases, etc	Phase-I	
8	Office Management System	VC Office Management Registrar Office Management Administrative Office Management Dean Office Management Department Office Management File Tracking and Document Management Meeting Management IQAC/NAAC Management Conferences/Seminars/Workshops/ Training Programme management	Phase-II	

9	College /Institute Management System	College Affiliation Management System	Phase-II	
10	Training & Placement	Registration Campus Interview Conduct Schedule of training programs Educational and Industrial Tours Management	Phase-II	
11	Library Management System	Integration with library management Library budget and equipment Books, Journals and Periodical Procurement Library Log register maintenance Book bank management, etc	Phase-II	
12	Hostel Management	Hostel administration Student Record Maintenance Student Room allotment Student grievances – Hostel / Mess,	Phase-II	
13	Store Management System	Purchase Management System Inventory Management Distribution Management e-Tendering	Phase-II	
14	Engineering & Maintenance Management	New Building Proposals Maintenance complaints Tracking Estimates and Approvals Tendering and Work Allotment Estate Management Quarters Allotment Management	Phase-II	
15	Planning & Development Management	Planning & Development Management	Phase-II	
16	Guest House Management	Room Booking and Allotment Management Rooms Maintenance Monthly Status Report Generation	Phase-III	
17	Health Management	Master Records Emergency Services Management Medical Equipment , etc	Phase-III	
18	Assets Management System	Assets Management System	Phase-III	

19	Security Management	Security Agency name Contract Period All security guards details	Phase-III	
20	Website management	Fully Dynamic Administration Departmental Web Portals Central facilities Examination Time Table & Results Training and Placement Alumni Registration,	Phase-III	
21	Acts, Ordinance, Statutes Management	Acts, Ordinance, Statutes Management	Phase-III	
22	Mobile App for Students	Mobile App for Students	Phase-III	
23	SMS /Email Integration	SMS /Email Integration	Phase-III	

Date & Seal

Name and Signature of the competent authority of the Bidder

Annexure

Checklist for response submission

The following check-list must be filled in and submitted with the response

Description	Response	If yes, mention page no.
Have you provided the RFP Response containing the details mentioned in the document?	Yes/No	
Have you provided the documentation proof of being a ISO 27001 certified organization?	Yes/No	
Have you submitted the undertaking pertaining to the single point of contact?	Yes/No	
Have you attached documents pertaining to similar experience?	Yes/No	
Have you attached the documents pertaining to 5 years of company's incorporation?	Yes/No	
Have you attached audited balance sheets for last three years	Yes/No	

Date & Seal

Name and Signature of the competent authority of the Bidder

RFP Response Form

S. No.	Description	Details
i.	Name of the Company	
ii.	Official address	
iii.	Phone No. and Fax No.	
iv.	Corporate Headquarters Address	
v.	Phone No. and Fax No.	
vi.	E-Mail address of contact person	
vii.	Web Site Address	
viii.	Details of Company's Registration (Please enclose attested copies)	
ix.	Name of Registration Authority	
x.	Registration Number and Year of Registration	
xi.	Product/ Service For which Registered with validity period	
xii.	GST registration No.	
xiii.	Service Tax Registration No.	
xiv.	Permanent Account Number (PAN)	
xv.	Whether the company complies with the Requirement under the Contract Labour (Regulation and Abolition) Act	
xvi.	Name of Bankers along with Branch (as appearing in MICR Cheque) & Account	
xvii.	Name of the Authorized Signatory, who is authorized to respond to the RFP	
xviii.	Others documents provided	

Note: Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the authenticity and correctness of the information.

Date & Seal

Name and Signature of the competent authority of the Bidder

Letter of Interest

(To be submitted on Company’s Letter head along with the ‘Technical bid’)

To
The Registrar,
T. M. Bhagalpur University
Bhagalpur-812007

Subject: Submission of the Technical bid for UMIS on Build-Own-Operate and transfer (BOOT)

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the on <Name of the Systems Implementation engagement with your Tender Notice dated < insert date> and our Proposal. We are hereby submitting our Proposal, which includes DD for Tender Fees and EMD, Technical bid and the Financial Bid sealed in a separate sealed envelopes.

- I. 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.
- II. We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.
- III. We agree to abide by all the terms and conditions of the Tender Document. We would hold the terms of our bid valid for 120 days as stipulated in the Tender Document.
- IV. We understand 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 : _____



**TILKA MANJHI BHAGALPUR UNIVERSITY, BHAGALPUR
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TECHNICAL BID PROFORMA

RFP No. :			
Request for proposal (RFP) for “Cloud-Based University Management Information System (UMIS)”			
1.	Name of the Organization		
2.	Head Office / Registered Office		
	Telephone No/mobile No.		
	Fax No.		
	Email		
	Web site (if any)		
	Date of Establishment		
	Branch Office in Gaya , if any		
	(Provide Complete Address)		
	Telephone No.		
	Fax No./Email		
3.	Name of Chief Executive/ Proprietor / Partners with Designation		
	Telephone No./ Mobile No.		
	Fax No./ Email		
4.	Name of Contact Person		
	Telephone No./Mobile No		
	Fax No./Email		
5.	Type of Organization	Certified Documents to be enclosed	
a.	Proprietary		Trade License
b.	Partnership		Partnership Deed, Trade License
c.	Private Limited Company		Memorandum of Article
d.	Public Limited Company		Certificate of Registration
e.	Public Sector		Trade License
6. Nature of Business (tick the relevant)			
Manufacturing	<input type="checkbox"/>	Service Dealership	<input type="checkbox"/>
Stockiest	<input type="checkbox"/>	Indian Agent	<input type="checkbox"/>
Dealership	<input type="checkbox"/>	Indian Branch Office	<input type="checkbox"/>
Others Pl. Specify			

7.	Class / Type of Product / Materials Manufactured / Sold / Serviced/ Fabricated				
Scientific Equipment		Electronics		Lab Consumables & Chemicals	
Electrical Items		Computer Peripherals		Computers	
Laboratory Equipments		Office Automation Product		Electrical Works	
Sport Materials		Water Coolers		Air-conditioners	
AV Equipments		Boards		Other, please specify	
Audited Annual Turnover during last 3 years (Rs. In Lakhs) (enclose Chartered Accountant's certification & Income Tax Return Copy)					
	Year	Rupees (in Lakhs)	Annexure (Number)		
	2016-17				
	2015-16				
	2014-15				

8.	Commercial Information (enclose Attested Copy wherever Applicable)			
Sl. No.	Information	Details	Annexure (Number)	
a.	GST Registration Number			
b.	Excise Registration Number Trade / Factory License Number			
c.	PAN No.			
d.	Details of Registration Certificate with DGS&D/NCCF			
e.	SSI/NSIC Certificate			
f.	Current dealership agreement with Principal Letter No. / Date /Valid upto			
g.	Relevant IISI/ SO Certificate, if any			
h.	Bank Details :			
	Account No.			
i.	Name of Bank & Branch			
j.	IFSC Code			

k.	Details of Tender Fee	Amount:	DD Details:	Name of the issuing Bank & Branch
l. Details of EMD		Amount:	DD Details:	Name of the issuing Bank & Branch
m.	Details of Previous Supply in Govt. Organizations/ Govt. Educational Institutions (Enclose Supply order & Performance report. If required enclose separate sheets)	Name of the organization	Item Supplied /Qty.	Total Value (Rs in lakhs)
I/ We hereby give an undertaking that the information provided are true to the best of my knowledge and belief. If anything found to be false at any stage my tender will be liable to be rejected and EMD amount will be forfeited.				
Signature of authorized representative:				
Date:				
9.	Note			
9.1.	Separate information sheet may be provided for item (s) in case space provided is not adequate.			
9.2.	Affidavit in the enclosed format on Non Judicial stamp paper duly attested by Magistrate/Notary shall also be furnished by the bidder.			



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FINANCIAL BID PROFORMA

Name of the Bidder:

Address:

S. No.	Item/ Description	Price for Development/ Operations/ Maintenance of Complete UMIS for the first year (including all taxes, duties etc.)	Price for Operation/ Maintenance of Complete UMIS for the remaining Year (including all taxes, duties etc.)
1	Annual price/cost per year for following: i. Complete Integrated University Management System (IUMS) along with ii. Establishment of Data Centre at TMBU, Bhagalpur with all necessary Hardware and Software iii. Solution Hosting & Certification iv. Helpdesk Services v. Manpower Resources vi. Training and Capacity Building		
	Total		

Place:

Date:

Bidder's signature with seal