

Rajiv Gandhi University

Arunachal Pradesh, INDIA



Request for Proposal For University Management System (UMS)

NIT No. RGU/VSAT-07/UMS/09-17
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Rajiv Gandhi University,
Rono Hills, Doimukh,
Arunachal Pradesh,
INDIA - 791 112
Phone : +91 360 2277253
Fax : +91 360 2277889

Table of Contents

Sr. No.	Content/Topic	Page No.
A	INTRODUCTION	4
1.	About Rajiv Gandhi University	4
2.	Purpose of RFP	5
3.	Original RFP Document	6
4.	Guidelines	6
5.	Existing Technology Environment	6
6.	Schedule of Events	7
7.	Vendors/Proposer's Understanding of RFP	7
8.	Communication	7
9.	Proposal Submission	7
10.	Technical Evaluation	8
11.	Selection and Notification	8
B	SCOPE OF WORK , SPECIFICATION & REQUIREMENTS	8
1.	Basic modules for University Management System (UMS)	8-12
2.	Project Goals / Success Indicators	12
3.	Project Governance Structure	13
4.	Training	13
C	DETAILED SUBMITTAL REQUIREMENTS	13
	PART – I (TECHNICAL RFP)	
1.	Executive Summary, Introductory Material and Company Background	13
2.	Scope of Services	14
3.	Proposed System and Computing Environment	14
4.	Responses to Functional Requirements	15
5.	Project Planning	15
6.	Maintenance and Support Program	16
7.	Business Continuation or Data Recovery Plan	16
8.	Client References	17

9.	Exceptions to RFP	17
10.	Sample Documents	17
	PART – II (FINANCIAL RFP)	
1.	Budget & Estimated Pricing	17-19
D	GENERAL TERMS AND CONDITIONS	20
1.	Applicability	20
2.	Vendor Eligibility	20
3.	Cost of tender Document & Processing Fees	20
4.	E.M.D.	21
5.	Two Bid System and Method of Award	21
6.	Payment Terms	21
7.	Retention	22
8.	Additional Users and Modules	22
9.	Delivery of the Project Plan and Other Key Deliverables	22
10.	Services and Statement of Work	22
11.	Key Personnel	22
12.	Status of Vendor	22
13.	Records	22
14.	Documentation and Copyright	23
15.	Confidential Information	23
16.	Ownership and Disclosure of Work Product	23
17.	System Acceptance	23
18.	Disputes	23
19.	Termination for Cause	24

A. INTRODUCTION

1. About Rajiv Gandhi University

Rajiv Gandhi University (formerly Arunachal University) is the premier institution for higher education in the state of Arunachal Pradesh and has completed thirty-three years of its existence. Late Smt. Indira Gandhi, the then Prime Minister of India, laid the foundation stone of the university on 4th February 1984 at Rono Hills, where the present campus is located.

Ever since its inception, the university has been trying to achieve excellence and fulfill the objectives as envisaged in the University Act. The University got academic recognition under section 2(f) from the University Grants Commission on 28th March, 1985 and started functioning from 1st April, 1985. It got financial recognition under section 12-B of the UGC on 25th March, 1994. Since then Rajiv Gandhi University then Arunachal University has carved a niche for itself in the educational scenario of the country following its selection as a University with potential for excellence by a high-level expert committee of University Grants Commission from among universities in India. The University was converted into a Central University with effect from 9th April 2007 as per notification of Ministry of Human Resource Development, Government of India.

University is located atop Rono Hills on a picturesque tableland of 302 acres overlooking the river Dikrong. It is 6.5 km away from the National Highway 52-A and 25 km away from Itanagar, the State capital. The campus is linked with the National Highway by a Dikrong bridge.

The teaching and research programmes of the University are designed with a view to play a positive role in the socio-economic and cultural development of the State. The University offers Under Graduate, Post-Graduate, M. Phil and Ph.D. programmes. There are thirty-six colleges affiliated to the University. The University has been extending educational facilities to the students from the neighbouring States, particularly Assam. The strength of students in different Departments of University and in affiliated colleges has been steadily increasing.

The faculty members have been actively engaged in research activities with financial support from UGC and other funding agencies. Since inception, a number of proposals on research projects have been sanctioned by various funding agencies to the University. Departments have organized a number of Seminars, Workshops and Conferences. Many faculty members participated in national and international conferences and seminars held

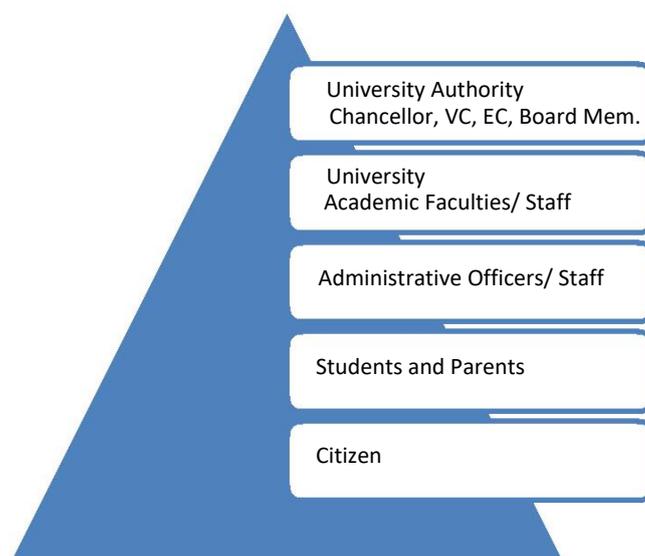
within the country and abroad. Eminent scholars and distinguished personalities have visited the University and delivered lectures on various disciplines.

The academic year 2000-2001 was a year of consolidation for the University. The switch over from annual to semester system took off smoothly and the performance of the students registered a marked improvement. Various syllabi designed by Boards of Post-Graduate Studies (BPGS) have been implemented.

In spite of infrastructural constraints, the University has been maintaining its academic excellence. The University has strictly adhered to the academic calendar, conducted the examinations and declared the results in time. The students from the University have found placements not only in State and Central Government Services, but also in various institutions, industries and organizations. Many students have come out successful in the National Eligibility Test (NET).

Since inception, the University has made significant progress in teaching, research, innovations in curriculum development and developing infrastructure.

User Groups/ Stakeholders



Please refer <http://www.rgu.ac.in> for update and additional information from time to time.

2. Purpose of Request for Proposal

This RFP is for procuring a University Management System, briefly termed as UMS, to meet the admissions, academic and administrative functions of the RGU as defined in this RFP document along with services to implement, host and maintain the system. The RFP provides vendors with relevant operational, performance, application and architectural requirements of the system.

3. Original RFP Document

RGU shall retain the RFP, and all related documents having terms and conditions, exhibits in originals. Any modification of these, in the Vendor's submission shall attract immediate disqualification.

4. Guidelines

By virtue of submitting proposal, vendors acknowledge that:

- i) This RFP is a request to purchase software and professional services required to implement, train existing and new users on the UMS, and hosting & maintain services for the system on RGU Servers. Software firms without an implementation mechanism shall not be considered.
- ii) Proposers are required to cover all modules as enlisted in this RFP in the UMS to be provided.
- iii) RGU reserves the right to reconsider any proposal submitted at any stage of the procurement. It also reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the RGU reserves the right to add, modify or delete functionality (modules and components) until the finalization & signing of the contract.
- iv) RGU expects to enter into agreement clearly differentiating UMS, implementation and training phases.
- v) Pricing must be submitted on a "not-to-exceed" basis. For services under a not-to-exceed arrangement, RGU compensates the vendor based on major deliverables to be identified in the development of the statement of work. If there is a residual amount, it shall be retained by RGU. While, if the costs exceed the ceiling, the vendor is to finish the work at no additional compensation, unless RGU does not meet specific assumptions outlined in the proposal.

5. Existing Technology Environment

As of now, there is no centralized system for technological requirements.

- Individuals handle process through their individual personal computer/laptop and are on the LAN/Wi-Fi access to the internet.
- Accounting needs are met by Tally.
- Koha – Library Management Solution.
- Legacy data/information in Excel format and technical project reports in pdf format.

6. Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances.

Sr. No.	Date	Item/Event Description
I.	05/06/2017	Start of Issuance of RFP
II.	16/06/2017	RFP issuance closes at 4:00 pm
III.	22/06/2017	Last date of submission of Final RFP Proposal in two bid form by 4:00 pm
IV.	27/06/2017	Opening of technical RFP at 2:30 pm, RGU, Arunachal Pradesh
V.	Will be notified	Complete Initial evaluation & short listing
VI.	Will be notified	System demonstration/presentation by shortlisted vendors at RGU, Arunachal Pradesh
VII.	Will be notified	Identification/selection of the vendor
VIII.	Will be notified	Complete negotiations at RGU, Arunachal Pradesh

Bidders should visit university's website for updates.

7. Vendor/Proposer's Understanding of RFP

In responding to this RFP, the vendor accepts the responsibility fully to understand the RFP in its entirety, including making any Enquiries to RGU as necessary to gain such understanding. RGU reserves the right to disqualify any proposer who demonstrates less than such understanding. Further, RGU reserves the right to determine, at its sole discretion, whether proposer has demonstrated such understanding. That right extends to the award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost or liability whatsoever to RGU.

8. Communication

Verbal communication shall not be effective unless formally confirmed in writing by the specific procurement official managing this RFP process. In no case shall verbal communication shall govern over written communication.

Informal Communications shall include, but are not limited to requests from/to vendors or vendors' representatives in any kind of capacity, to/from any **RGU** employee or representative of any kind or capacity with the exception of RGU for information, comments, speculation, etc. Enquiries for clarifications and information that will not require addenda may be submitted verbally.

9. Proposal Submission

Proposals must be delivered sealed (also with a soft copy on CD inside the Technical Bid) to:

The Registrar
Rajiv Gandhi University
Rono Hills, Doimukh,
Arunachal Pradesh,
INDIA - 791 112

10. Technical Evaluation

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format and organization. The purpose of this RFP is to identify those firms that have the interest, capability, and strength to supply RGU with an UMS identified in the Scope of Work.

Technical Evaluation Criteria will be based on:

- i. Technical features and compatibility including Interfaces, conversions and customization approach
- ii. Functional features response to RGU's requirements
- iii. Data Recovery/Business Continuation plan
- iv. Overall implementation methodology
- v. Completeness and relevance of purpose
- vi. Experience in handling similar projects

11. Selection and Notification

Proposers determined by RGU to possess the capacity to compete for this contract shall be selected to move into the negotiation phase of this process. Written notification will be sent to these proposers via mail/e-mail. Those proposers not selected for the negotiation phase will not be notified.

B. Scope of Work, Specification & Requirements

RGU envisions following objectives from this project:

Web-based, University Management System (UMS) using state of the art open source technologies along with integration of academic and general administration modules with the Online Fee Collection Solution and should have features involving but not limited to:

- Student Information Management
- Online and Offline Admission
- Online and Offline Fees Payment
- Affiliated College Coordination
- Entire University Examination Management
- Office Automation
- Store and Inventory Management
- Hostel and Canteen Management

1. Basic Modules for University Management System (Functional Requirement of UMS)

The vendor should reply in the technical bid for the following functional requirements

A. General Modules

Requirement	Response
1. Campus Management Module	
a. Master Entry of Campus & infrastructure	
b. Master Entry of Department & Programs	

c. Creation of Academic Year	
2. Software User Management Module	
a. Rights Setting	
b. User account Management	
c. User Group Creation	
3. Student Admission Module	
a. Form Purchase & Distribution (in case of Offline Admission)	
b. Board & University, Stream, Medium, Category, Subject Setting For Form, Degree Setting For Admission Form.	
c. Adding More Fields for admission form	
d. Logical Validation	
e. Dynamic Form Format	
f. Various MIS Reports	
4. Student Record Keeping Module	
5. Employee Master Data Management (HR Management)	
6. Staff Routine Activity Module	
a. Attendance Register	
b. Subject Allocation (for Academic Staff only)	
7. Staff Leave Management Module	
a. Leave Structure, Leave Calculation, Online Leave Application, Leave Status	
8. Academic Management Module (for affiliated colleges)	
a. Academic Syllabus	
b. Academic Notice	
c. Academic Program/Event Calendar	
9. Examination (for affiliated colleges)	
10. External Exam Management Module	
a. Exam Marks Structure/Scheme	
b. Examination Entry	
c. Exam Time Table	
d. Block Arrangement	
e. Exam Attendance	
11. Internal Exam Module	
a. Exam Seat Number	
b. Dummy Number	
c. Marks Entry	
d. Dummy Number Password	
12. External Exam Auxiliary Module (for affiliated colleges)	
a. Exam Fees Scheme/Structure	
b. Exam Fess Date	
c. Exam Form And Fees Collection	
d. Exam Seat Number Sticker Sheet for Block Management	
13. Student Certificate Module	
a. Provide Various Certificates to the students by RGU Specific Certificates e.g. PEC, FEC etc...	
b. Dynamic Certificate Setup	
14. Examination (for RGU)	

a. Exam Scheme and marks structure entry	
b. Exam tentative date circulars	
c. Exam Schedule dates and Exam form dates	
d. Exam time table Exam committee members setting and allocation to create question papers	
e. Exam form process with exam fee collection (with penalty and without penalty)	
f. Verification of Final exam form received	
g. Unique seat number for verified forms	
h. Center Allocation	
i. Hall Ticket Generation	
j. Exam Squad Management	
k. Online Exam attendance	
l. Exam Attendance reports	
m. Ongoing Exam Reports	
n. Copy Case Management	
o. Exam Marks entry	
p. Verification of marks entry	
q. Gracing Management	
r. Result declaration	
s. Mark sheet - Provisional and Original	
t. Reassessment Management	
u. Degree certificate	
v. Ordinance Rules	
15. Election Roll and Voter Management (University Election)	
a. Automatic Enrollment of Passed-out students into the Election Roll of University	
b. Various Election Roll Reports for Printing	
16. Correspondence Management	
a. File Inward	
b. File Outward	
c. File Storage Management (Soft/Scanned Copy should be uploaded with the file doc)	
d. Flexible Outward and Inward Number Mechanisms	
e. Inward and Outward Register Report	
17. Store & Inventory Management	
a. Master Entry of Product, Category, Vendors	
b. Preparing of Purchase Indent	
c. Purchase Committee Management	
d. Stock Distribution to various sections of the University Administration	
e. Password protected Tendering Management, Comparison Statement	
18. Estate Management	
a. Managing Assets of University	
b. Various Maintenance Contracts and Payment	
19. Event Management	
a. Event Management of University	
b. Event Creation, Broadcasting, Gallery, Invitation Management	
c. College/Department/Section specific Events	

20. Information Broadcasting Module	
a. Specific Broadcasting for Student Data	
b. External Exam Marks	
c. Enrollment No.	
d. Exam Seat No.	
e. Exam Center Details	
f. General Information like GRs and Circulars	
g. Any other information which needs to be broadcasted	
21. Hostel and Guest House Management	
a. Hostel Admission and Room Allotment	
b. Hostel Attendance and Fees Collection	
22. Canteen Management	
a. Cash-less Canteen transaction with Online Recharge option through Student Login	
23. Archives Management Module	
a. Archives Uploads	
b. Archives Retrieve	
c. Archives Search	
d. Archives Preview (Audio, Video and PDF/XLS/Doc files)	
e. Document View	
f. Lists and various reports	
24. Personal Management Module	
a. Personal Settings	
b. Birthday Display Setting	
c. SMS Setting	
d. Personal Software Setting	
e. Customizable Home Page	
f. Changeable Theme	
g. Internal Messaging	
h. To-Do Task and Schedule Management	
i. System Setting (for Administrator only)	
j. IP Access (for Administrator only)	
k. User Activity Log (for Administrator only)	
l. Database Backup (for Administrator only)	
m. Personal Profile	
n. Internal E-Mail	
o. Personal Schedule	
p. Personal Notes	
q. Personal Address Book	
r. Personal Letter Inward	
s. Personal Letter Outward	
t. Personal Storage Management for files and documents	
25. System User Policy Management	
a. Assign Specific Role to System Users	
b. Time Bound System User Account (validity management)	
c. Authorization and Authentication	

d. Activation and Deactivation of Specific/Group/Type User Account	
26. Library Management Module	
a. Integration with KOHA Library Management System	
27. Financial Management Module	
a. Integration with Tally Account Software	

B. Online Facilities

Apart from the office automation and internal communication, the system should be scalable enough to produce following student centric online facilities.

Requirement	Response
<ul style="list-style-type: none"> • Online Student Facilitation Center: where student should be able to perform certain task online in the University Portal during their curriculum. The same portal should be used for the parents' communication where parents can directly interact with the University. 	
<ul style="list-style-type: none"> • Online Admission: The system should provide an interface where students can themselves registered for various courses/program of the University. Students should be able to add, edit and submit their information for the admission. 	
<ul style="list-style-type: none"> • Online Exam Form: The system should provide an interface for the online submission of Examination forms where the information of the students should be retrieved from the University records and students needs to confirm their application. 	
<ul style="list-style-type: none"> • Online Academic Fees Collection: The system should provide an easy to use interface to collect various fees online through most of the popular online payment methods. 	
<ul style="list-style-type: none"> • Online Degree Registration: The passed-out students should be able to apply for the degree certificate online through an interface on RGU website. 	

C. SMS and Email Broadcasting

The system should provide an interface to send SMS and email from the system itself on occurrence of specific event.

2. Project Goals/ Success Indicators

Through this project, RGU is interested in designing most of its current academic, administrative and financial processes to become efficient and take advantage of technology more effectively. As part of implementation proposal, RGU expects proposers to provide work & process flows that will achieve measurable efficiency in academic life cycle management, budget preparation and submission etc.

- **Provide every user authenticated role based access**
 - **Key Indicator:** Student, Faculty and Administration have access to dashboard with key relevant information

- **Improve process efficiency**
 - **Key Indicator:** RGU shall have automated processes that allow data/request to be entered into the system by Student/ Faculty/ Coordinator/ Administration and then routed through workflow to appropriate personnel.
- **Data Integration**
 - **Key Indicator:** Real time interface developed between all systems such as Academic Life cycle System, Fee Management, Finance etc.
- **Elimination of Shadow Systems**
 - **Key Indicator:** RGU is able to view and track all RGU-wise academic or financial activity in the system

3. Project Governance Structure

(i) Steering Committee, and (ii) Evaluation Committee may be constituted to take decisions pertaining to work plan for this project and evaluate the proposal submitted.

4. Training

Adequate training shall be given to the users, which shall not be less than 10 working days. Various modes can be employed such as on-site training, webinars etc. This should be consistent with Section 5 (c) of Part I (Technical RFP).

C. Detailed Submittal Requirements

So that the competing proposals can be compared equally, proposers must assemble their proposals in strict adherence to the layout requirements. Each proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance and clarity of content. The proposal should be organized into the following major sections:

PART – I (TECHNICAL RFP)

Please refer to B above for all technical details that need to be provided here.

1. Executive Summary, Introductory Material and Company Background:

Provide brief details of the company highlighting the capabilities, experiences in developing similar products, list of clientele, financial turnover accompanied by audit statements, profits after tax, etc. Please restrict to the theme of interest to RGU.

Name of the Vendor / Lead Partner (if consortium)	
Annual Turnover	
Experience in Years	
Local Address	

Registered Address		
Authorized	Contact Person	
	Mobile No	
	Email	
Tender document & Tender processing fee paid ₹		
EMD Paid ₹		

2. Scope of Services

- a. The proposal shall explicitly state the name of any firms or products that are part of the proposed solution to RGU or any firms providing services for implementation, training, hosting or other services. For each firm listed, the proposal should include the following information:
 - i. Role of the firm in the project
 - ii. Statement about whether the proposer's contract will/will not encompass the third-party product/service and/or whether the Academy will have to contract on its own for the product/service
- b. List and describe all software proposed modules. Proposer must explicitly state the software module name and versions that are proposed. All modules should be listed for cost determination.
 - i. All functional requirements that are responded to with a positive response (anything except "N") will be considered to be in scope. Proposal, including price and staffing requirements, must address all of these requirements.
- c. Are there any additional and related features/modules that are offered by the proposer's firm but not covered by this RFP AND that the proposer feels would have value for RGU? Identify and describe these additional modules and what their value to RGU would be.
- d. Data Conversion: RGU expects proposers to include all conversions listed in the RFP.
- e. RGU expects proposers to include an interface to all systems listed in the RFP. If proposers do not include all interfaces, provide an explanation of why that interface was omitted.
- f. Identify all customizations/enhancements to the system that have been proposed as part of scope. Customizations listed here should accommodate all functional requirements in respective Attachment listed as "CU". If customizations are not part of scope, the correct response to the functional requirements should be "N".

3. Proposed System and Computing Environment

- a) The vendor must present, in detail, features and capabilities of the proposed solution.
 - a. The vendor may note that only Open Source tools and technologies are to be used. Vendors must clearly state the OS platform, database and application packages to be used.

- b. Identify deployment options for RGU (cost to be mentioned in the financial bid). Detail the various services included such as 24x7 service desk support, application support, backup & restore, disaster recovery, etc.
- c. Also, include service levels that that will be guaranteed to RGU

b) Provide complete required technical specifications for the solution offered.

Technical details/specifications		
Sr.	Items	Specifications
1	Hardware	As Annexure-I
2	Software	As Annexure-II
3	Application packages/tools	As Annexure-III
4	Customization	As Annexure-IV
5	Any other (Specify)	As Annexure-V

c) Interfaces

Proposers should evaluate the required interfaces. If the interface cost does not include all of the interfaces, proposers must be very specific about which are not included and provide a detailed explanation of how that functionality will be performed.

d) Data Conversion

Almost all data/information is currently kept in Excel Sheets. So, for purposes of determining level of effort for data conversion, proposers should assume that RGU wishes to convert all relevant data.

4. Responses to Functional Requirements

Responses to the requirements listed to this RFP must be provided in this section of the proposal. Proposers should use the format provided.

Table: Response to Functional Requirements			
F	Provided fully functional out of the box or with configuration (no custom development)	CR	Custom Report Development Required
CU	Customization/Software Enhancement	TP	Third-party Software required to fully provide requirement (Third-party Software must be proposed)
SR	Provided with Standard Report	N	Not included in this proposal

5. Project Planning

In this section proposer should submit detailed planning of the project

- A. Implementation Plan: This section should describe the proposed implementation plan. All proposals should assume that RGU will extend support towards knowledge transfer in terms of requirements.
 - Provide methodology for implementation. Methodology shall include estimated timeframe, overview of deliverables, assumptions and assumed responsibilities. Make sure to include:
 - The role of RGU and proposer staff for interface development.

- The role of RGU and proposer staff for data conversion.
 - The role of RGU and proposer staff for workflow development.
 - The role of RGU and proposer staff for customizations or modification to the software.
 - The role of RGU and proposer staff for custom report development.
- B. Technical Approach and Methodology: In this chapter proposer should explain their understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Proposer should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. Proposer should also explain the methodologies proposed to adopt and highlight the compatibility of those methodologies with the proposed approach.
- C. Work Plan: In this chapter proposer should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Procuring Agency), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.
- D. Table of deployment planning
Provide complete details of deployment planning at various milestones of activities.
- E. Training Plan
- i. This section should include the proposed training plan and a description of all products and services proposed to train both the project team and end users.
 - ii. Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training, web training services for the core project team, end users, and technology personnel.
 - iii. Describe the role of RGU and proposer staff for training including the design and implementation of the training plan, development of training materials, and level of assistance with training
 - iv. Provide descriptions of classes/courses proposed in the training plan. The proposer must be very clear about exactly what training courses are included in the cost of the proposal
 - v. Provide a description of any training tools that are proposed along with this system

6. Maintenance and Support Program

The proposal must specify the nature of any post-implementation and on-going support provided by the vendor.

7. Business Continuation/Data Recovery Plan

The proposal shall clearly specify the measures for backing up of data and business continuation/data recovery plan in event of any such incident.

8. Client References

RGU considers references for both the software and implementation services to be important in its decision to award a contract. Proposers should assume that all provided references will be contacted. Similarly, RGU will not work through a proposer's reference manager to complete a reference. The names, phone numbers, and email addresses of the project manager or person with broad knowledge of the project for each reference must be listed. Failure to provide this information may result in the proposer not being elevated. RGU reserves the right to contact additional clients for references, if deemed necessary.

9. Exceptions to the RFP

All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section, and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for RGU, and the description of the advantages or disadvantages to RGU as a result of exceptions. RGU, at its sole discretion, may reject any exceptions or specifications within the proposal.

10. Sample Documents

Proposers should include sample copies of the following documents, as applicable. Although they are sample forms, the documents must contain all terms & conditions so that RGU can fairly evaluate the proposer's forms.

- A. Sample software licensing agreement
- B. Sample maintenance agreement
- C. Sample implementation services agreement
- D. Sample hosting agreement depending on deployment strategies
- E. Sample implementation project plan
- F. Sample agreements from proposed third party vendors if RGU will be required to contract directly

PART – II (FINANCIAL RFP)

This must contain the entire Technical RFP along with the following:

1. Budget & Estimated Pricing

All proposers must fill out the cost breakdown for the implementation of their UMS system for RGU's project as, described in this RFP. Costs should be identified as either capital (one time investment) or recurring in nature. The proposer must agree to keep these prices valid for 180 days from the last date of acceptance of commercial offer/bid. Please indicate the types of pricing/installation models offered by your organization. Explicitly state the deployment model such as in-house or cloud or any other (third party with details).

Five Year Total Cost Summary

For all available deployment models listed above, provide a five year technical and cost summary as displayed below:

Development Charges (One Time Charges) (Table 1.1)

Item	Unit	Price	Remark
Complete RGU-UMS Development, Deployment and Implementation Charges			
Complete UMS Package Development, Deployment and Implementation as per RFP Including A. Requirement Identification B. Modularization Charges C. Customization D. Deployment on any Server of RGU E. Implementation F. Training to the users (minimum 6 sessions) G. One Year Full Support	Complete System		
Charges for RGU-UMS Additional Activities			
Requirement Identification Charges for New Facility	Per Module		
Additional Development Charges	Per Module		
Customization in Existing Modules Charges (if required)	Per Facility		
Backup System Configuration Charges	Per Backup Server		
Payment Gateway Integration Charges	1		
SMS Gateway Integration Charges	1		
API Creation Charges per API	Per API		
Development Charges of Android App for Students	Per Module		
Development Charges of Android App for Employees	Per Module		
Development Charges of Android App for Citizen	Per Module		
Web Portal Development Charges	Per Portal		
Facility Charges			
Online Admission Service	per Form		
Other Charges (if any)			

Per Year Recurring Charges (Table 1.2)

Cost with Break - up	Unit	Price	Remark
RGU-UMS Maintenance Charges			
System Maintenance Charge	P.A.		
Hardware Maintenance Charge	P.A.		
Support Charge	P.A.		
Training Charges	Per User/Per Session		
Student Facility Charge	Per Student/Per Term		
Web Portal Maintenance Charges	Per Portal		
Payment Gateway Maintenance Charges	P.A.		
SMS Gateway Maintenance Charges	P.A.		
Package License Renewal Charges	P.A.		
System Enhancement Charges			
Requirement Analysis Charges for other Fresh Development	Per Module		
Customization Charges for Fresh Development	Per Module		

Cost of third party licenses to RGU to use proposed solution (Table 1.3)

Yearly License Cost		
License Software/Framework/Databases		
1		
2		
3		
4		
		Total Cost

D. General Terms and Conditions

Please indicate your willingness to comply with each condition by noting any exceptions per the instructions in Section C(9) of this RFP. Contract terms in the final agreement should include but will not be limited to those listed below:

1. Applicability

In accordance with the provisions of this RFP, including but not limited to these terms and conditions, shall be made part of each agreement resulting from this RFP and shall control unless the Agreement expresses otherwise.

2. Vendor Eligibility

In accordance with the RFP the vendor must be

- An Indian Company registered under Indian Companies Act 1956 and having minimum 10 years experience of providing Education Software Solution.
- The bidder can be single legal entity or an existing consortium as on the date of the advertisement of RFP. Copy of such certificate/ notarized agreement shall be enclosed as a proof.
 - The consortium shall not consist of more than two entities, each of which should be a legal entity registered under Indian Companies Act, 1956. [Submit certificate of incorporation and consortium agreement]
 - In case of consortium one of the partners shall be designated as a 'Lead Partner'. The Lead Partner will perform the project work and shall be responsible for the successful completion of the entire project [submit notarized declaration].
 - Other partner must be registered firm under the Indian company act,1956.[Submit the proof]
- The Vendor or Lead Partner should have the experience of having executed minimum Ten ERP software solution project for academic institution in India for UGC Recognized Institutions. [Submit work order or Client certificate]
- The vendor (In case of consortium both partner) should not have been blacklisted by any State / Central Government in India ever. [Submit Self declaration].
- The Bidder (Any Partner in case of consortium) should have a minimum average annual turnover of 5 Crore (Rupees Five Crore only) during last three financial years. [Submit relevant audited balance sheet]
- At the time of submitting RFP the bidder (in case of consortium Lead Partner) must have local presence in Arunachal Pradesh. [Submit Rent Agreement]

3. Cost of Tender Document & Processing Fees

The Cost of tender document and processing fees of ₹ 5,000.00 (Rupees Five thousand) only to be submitted along with the technical bid in form of Demand Draft in favor of Registrar, Rajiv Gandhi University payable at Doimukh. Proposal received without fees will not be consider for the technical evaluation.

4. EMD

The EMD of ₹ 3,00,000.00 (Rupees Three lakhs) only to be submitted along with the technical bid in form of Demand Draft in favor of Registrar, Rajiv Gandhi University payable at Doimukh. Proposal received without EMD will not be consider for the technical evaluation.

5. Two bid system & Method of Award

Vendors must submit responses to the tender enquiry as two bids, namely, technical and financial. Each bid must be in separate sealed covers clearly marked either "**RFP-Technical**" or "**RFP-Financial**" as the case may be referring to the advertisement no. and date. The financial bid and the technical bid should be places inside single sealed cover clearly marked with "**RFP-UMS**" referring to the advertisement no. and date. The technical Score will be given weightage of 80% and financial score will be given 20% in the Qi calculation. Vendors who comply with all the general terms and conditions for qualification will be considered for technical bid document evaluation. The vendors who score 75% in the technical bid document evaluation will be called to demonstrate their solution before RGU. The demonstration should be of a solution similar to the solution sought from one of the vendors live servers. Demo from a standalone system will not be allowed.

Method of Award: The norms for determining the Technical & Financial scores are as under: Total of technical score obtained in the evaluation = T

A minimum score of $T = 75\%$ will be required to be qualified to be shortlisted. Total of financial score obtained in financial bid = F

For "N" qualified/shortlisted bidders,

the qualifying quotient, $Q_i = 80 * (T_i / \text{Max}(T_1, \dots, T_N)) + 20 * (\text{Min}(F_1, \dots, F_N) / F_i)$ where $i = 1$ to N

The vendor obtaining the highest quotient will become eligible for consideration of award of the contract. RGU reserves all rights to award the contract to any of eligible vendor

6. Payment Terms

Payment for the RGU-UMS and for the implementation services rendered pursuant to any Agreement shall be made in amounts and at times set forth in the Agreement. A written agreement will be issued, and all invoices must reference the agreement number. Payment shall be made upon receipt of original invoice(s) in accordance and in conformity with payment dates for bills and claims as established by RGU. Prior to payment, the vendor must submit an original dated itemized invoice of services rendered. Any reimbursement for expenses, as allowed in the Agreement and that are included in the invoice(s), must be supported with attached original billings for such expenses.

Implementation services will be paid on a not-to-exceed basis as described and only on a deliverable completion basis, meaning that RGU will pay only when the vendor has satisfactorily completed mutually agreed upon payment deliverables, as will be defined in the Statement of Work as part of the Agreement.

7. Retention

RGU will retain 5% of implementation fees billed at the completion of each milestone until Final Acceptance of the system.

8. Additional Users and Modules

RGU will require “price protection” for a minimum of two (2) years from the effective date of the going-live for additional RGU users and modules that are listed in the proposal but are not initially implemented.

9. Delivery of the Project Plan and Other Key Deliverables

A detailed project plan is to be delivered within a contractually specified timeframe after Agreement signing.

10. Services and Statement of Work

The Agreement shall include, in the Statement of Work (“SOW”), a detailed description of all work to be performed by the vendor for RGU.

Except as otherwise explicitly stated in the Agreement, the vendor shall furnish all personnel, materials, equipment, products, tools, transportation and supplies required to complete the services. Any additional services not identified in the Agreement shall be mutually agreed to in writing by each party through a change order process.

11. Key Personnel

RGU requires assurances as to the consistency and quality of vendor staffing for its project.

- RGU shall have the ability to interview and approve key personnel proposed by the vendor.
- RGU shall have the right to unilaterally dismiss key personnel from the project.
- Vendor must replace any departed key personnel with a temporary replacement within two days.

12. Status of Vendor

The vendor and its employees will be engaged in an independent contract relationship with RGU in performing all work, duties and obligations under the Agreement. RGU will not exercise any control or direction over the methods by which the vendor shall perform its work and functions. RGU’s sole interest and responsibility is to ensure that the work covered by the Agreement is performed and rendered in a competent, satisfactory and legal manner. The vendor and its employees will not be entitled to receive from RGU any employee benefit of any kind. Neither party will have any right, power or authority to create any contract or obligation on behalf of or binding upon, the other part without prior written consent of such other party.

13. Record

Vendor shall keep and maintain full and complete documentation and accounting records concerning all services performed that are compensable under this Agreement and shall make such documents and records available to RGU, if needed at any reasonable time.

14. Documentation and Copyright

Collected data, analyses, any analytical processes, program and files developed as a contractual requirement are the sole property of RGU. The entire customized software design with source code shall be the property of RGU including all documentation.

15. Confidential Information

Any written, printed, graphic or electronically recorded information furnished by RGU for the proposer's use are the sole property of RGU. This proprietary information includes, but is not limited to RGU Faculty, Students, Financial information etc.

The vendor and its employees will keep this confidential information in the strictest confidence and will not disclose it by any means to any person except with RGU's approval and only to the extent necessary to perform the work under the Agreement. On termination of the Agreement, the vendor will promptly return any confidential information in its possession to RGU.

16. Ownership and Disclosure of Work Product

All reports, original drawings, graphics, plans, studies and other data or documents, in whatever form or format, assembled or prepared by Vendor or its employees, shall be the property of RGU. RGU shall be entitled to immediate possession of such documents upon completion of the work pursuant to this Agreement. Upon expiration or termination of this Agreement, Vendor shall promptly deliver to RGU all such documents, which have not already been provided to RGU in such form or format, as RGU deems appropriate. Vendor may retain the copies of the above described documents but agrees not to disclose or discuss any information gathered, discovered or generated in any way through this Agreement without the express written permission of RGU.

17. System Acceptance

For the purposes of acceptance of the system (or portions), two-staged acceptance procedure will be followed.

- i. **Conditional Acceptance:** It will occur at go-live. System will be tested for four weeks (pre-live testing) before going live.
- ii. **Final Acceptance:** It will occur two weeks after Conditional Acceptance to "live test" the system. In this period system will be tested for its compliance with the functional requirements. If after two weeks system performs in accordance with the system specifications (including design document and functional requirements), RGU will issue "Final Acceptance".
- iii. If problems are found in the live test, the period for Final Acceptance will restart. Date of problem and date fixed will be recorded.

18. Disputes

In the event of any dispute between the parties arising from this RFP, the Agreement of the services provided, each party shall, prior to seeking judicial resolution of such dispute, escalate the dispute to a senior representative of such part, and those senior representatives shall use RFP for University Management System

good faith efforts to resolve the dispute between them. If the senior representatives are unable to resolve the dispute, such dispute shall then be decided by litigation. The vendor and RGU shall make sincere efforts to resolve any and all disputes as quickly as possible.

The proper jurisdiction and venue for any claims, causes of action or other proceedings concerning the Agreement shall be courts at Delhi.

19. Termination for Cause

RGU may issue a written notice to cure if the vendor fails to: (i) Deliver the deliverables or perform the services within the time specified in the Agreement or any amendment; (ii) Make progress, so that the lack of progress endangers performance of the Agreement; or (iii) Fails to perform any of the other provisions of the Agreement. The Agreement can be terminated in whole or in part if the vendor does not cure such failure within the time frame stated in the Notice to Cure, which shall in no case be more than 5 (five) working days.

If the Agreement is terminated for cause, RGU may require the vendor to deliver, any completed or partially completed deliverable.

-----END OF DOCUMENT-----