Chaudhary Ranbir Singh UniversityJind, Haryana-126102

LimitedE-Tender Notice

Tender ID: ....

Tender Enquiry No.	:	**.........................**
Dated	:	_____
Due Date for Submission	:	_____ **(3:00 PM)**

Online E-Tenders on behalf of Registrar, Chaudhary Ranbir Singh University, Jindare invited for financial Bid System through e-Procurement System of Govt. of Haryana from thesoftware development companies,who have been participated in the presentation against the EOI notice number CRSU/UCIC/EOI/2020 dated 03/02/2020 and short listed by the designated committee of the CRSU,Jind, for developing, deployment, maintaining with requisite manpower and trainingof CRSU/ affiliated colleges staff, a "**Web Based ERP/ University Management System (UMS)**" for CRSU Jindas per the Technical Specifications mentioned in **Limited E-tender** document available on Haryana Govt. E-Tender portal https://etenders.hry.nic.in.

Name of Work	Web Based ERP/ University Management System (UMS)
Estimated Cost of the Work	Rupees 2.5Crore.
Earnest Money Deposit (EMD)	Rs. 2,500,00/- (Rs. Two Lakh fifty thousand only) (Refundable)
Date of Release of Tender	11.05.2020 (5:00 PM)
Last date and time for online submission/ uploading of bids	21.05.2020 (5:00 PM)
Date and time for opening of Financial bids for Pre-qualification	22.05.2020 (11:00 AM)
Date and time for opening of Financial bids of the bidders	TO BE ANNOUNCED

Note: To participate in E-tendering process, the bidder has to register with Haryana Govt. portal at https://etenders.hry.nic.in

Sd/-

Registrar

Chaudhary Ranbir Singh University, Jind

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Chaudhary Ranbir Singh University, Jind
(Established by the State Legislature Act 28 of 2014)

STANDARD BIDDING DOCUMENTS FOR **"Web Based ERP/ University Management System (UMS)"** at Chaudhary Ranbir Singh University, Jind on behalf of Registrar, C.R.S. UNIVERSITY, JIND.

Name of work: **"Web Based ERP/ University Management System (UMS)"** at Chaudhary Ranbir Singh University, Jind.

PRESS NOTICE

Chaudhary Ranbir Singh University, Jind (Haryana)-126102
Limited E-Tender

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i) The tenders will be received only through E-tendering for further details visit website https://etenders.hry.nic.in and www.crsu.ac.in.

ii) The amount of the work is approx. 2.5 Crore Rupees only.

iii) E-Service Fee: Online payment of Rs. 1180/- to be paid.

iv) Cost of Bid documents / Processing Fee (to be paid through online) Rs. 15000/- (non-refundable).

v) The EMD amount of the tender (to be paid through online is Rs. 2, 50,000 (Two Lakh fifty thousand Rupees).

vi) The security amount of the tender (to be paid through offline i.e. FD/BG in favour of Registrar, CRS University, Jind) will be 10% of the total order value including AMC cost.

vii) *The university reserve the right to increase or decrease the items without any change of terms and conditions on proportionate to increase and decrease in rates.

Registrar
Chaudhary Ranbir Singh University, Jind

Request for Proposal

for

Web Based ERP/ University Management System (UMS)

Chaudhary Ranbir Singh University

Jind, Haryana–126102

Chaudhary Ranbir Singh University (CRSU) Jindis a premier university of higher education in India.At present, CRSU have approximately 70000 students, 2000 faculty members, and 2000 staff members in its own campus and affiliated colleges. We have planned to implement a user-friendly, secure, fast, and robust Web Based ERP/ University Management System (UMS) covering all the activities of the university and its affiliated colleges.

Eligibility Criteria for Prequalification of Bidders

(1)   The bidder should be a company registered under the Companies Act, 1956.
(2)   The bidder must have successfully implemented at least one similar University Management System in University/Govt. institute of repute having at least 10000 student'sregistration.
(3)   Bidder must have ISO 9001:2000 and ISO-27001 or other such certification.
(4)   The bidder or each member in case of a consortium should have positive net worth and an annual turnover of more than INR 02 Crore or above.
(5)   The Bidder should not be under a Declarationof Ineligibility or black listed with any of the Government/ Public sector unit Agencies.
(6)   Able to provide total integration & solution.

NOTE: All pages uploaded on the portal should be in order.

Date & Seal   Name and Signature of the competent

                                                              Authority of the Bidder

Terms &Conditions

The Bidder is expected to read and examine all the Terms & Conditions, specifications andinstructions, in this Limited E-Tender Document with full understanding of their implications. Failure to furnish allinformation required for submission of a bid that is not substantially responsive in every respect, will be at theBidder's own risk and may result in outright rejection of the bid.

(1) **Financial Bid System:** The bid must be uploaded in as **Financial Bid**.

    a) The **bid**will comprise of

        i. Proof of submission of Bid Security,

        ii. Self-attested copies of the documents in support of bidder's claim for all the points covered under Minimum Eligibility Criterion for Prequalification of Bidders.

        iii. Signed and stamped all Annexure (**except Annexure 3 i.e. Financial Bid**) available at the end of this Limited E-Tender document.

    b) No price/charges should be mentioned indirectly or under any other heading/note.

(2) **Bid Security:** The Bid Security (i.e. Earnest Money Deposit: EMD) of **Rs. 2, 50,000/-** (Rupees Two lakh fifty thousand only) through online mode only.

    a) Offers without Bid Security will not be considered.

    b) Bid security of the unsuccessful bidders shall be returned to them at the earliest after expiry of the bid validity and latest on or before the 30th working day after the award of the work, so as to get refund of the Bid Security, all the bidder will provide their bank account details.

    c) The Bid Security shall be forfeited,(i) if a Bidder withdraws its bid during the period of bid validity; or (ii) if a Bidder makes any statement or uploads any form which turns out to be false, incorrect and / or misleading at any time and / or conceals or suppresses material information; or (iii) in case of the successful Bidder, if the Bidder fails to sign the agreement or to furnish performance guarantee within the specified time period as given in this document.

(3) **Bid Submission:**The submission of the bids shall be only on https://etenders.hry.nic.in.

The Bidder will upload the scanned copies (pdf) of all pages as per the checklist available in Annexure – 1 of this document and Part – II (FINANCIAL BID) must be uploaded in the Excel File format provided in Bill of Quantity (BoQ) document available with Bid document on this website.

To participate in the tendering process through Haryana Government procurement website, the Bidder has to register with Haryana E-Governance Society and must have a valid Digital Signature Certificate issued by Government approved Certifying Authority.

Bidder shall upload their offer in electronic format on the above mentioned website only on or before the schedule date and time as mentioned in this document. No offer in physical form will be accepted and any such offer, if received by CRSU will be out rightly rejected.

(4) **Validity of the Offer:** The Offer shall be valid for 60 days from the date of opening of the quotation.

(5) **Amendment in this document:** At any time up to the last date of receipt of Bids, the University may, for any reason, whether at its own initiative or in response to a clarification requested by a

Bidder, modify the this limited e-tender document by an amendment.Clarifications requested by bidders should be submitted at least before 7 working days from date of closing. The amendment will be notified on the website only and the same shall be binding on Bidders. The University may, at its discretion, extend the last date for the receipt of Bids.

(6) Clarification of bids: No change in prices or substance of the bid shall be sought, offered or permitted. If the bid is not substantially responsive, it will be rejected by the university. Bidder will not be permitted under any circumstances to modify their bids to make them responsiveby correction of any non-conformity. Unsigned communications/ bids will not be accepted and will be rejected summarily.

(7) Bid Evaluation: Evaluation of the Bids shall be made strictly in terms of provisions and criteria disclosed in this bidding document. Notwithstanding the above, the university reserves the right to accept or reject any quotation, cancel the bidding process and reject all quotations at any time prior to the award of the contract.

Evaluation of Proposal:

The organization that werecalled/participated for presentation have been evaluatedon the basis of presentations/ demonstration of their product prototype on dated 26.02.2020 in Conference Hall in front of Committee members and among them only shortlisted organization are eligible to participate in financial bid. No other bidder will be entertained.

(8) Bid Disqualification: The proposal will be disqualified in the following cases:

i. Proposal not uploaded in accordance with instructions provided in this document.

ii. Proposal is uploaded in incomplete form.

iii. Proposal is uploaded after due date and time.

iv. Uploaded proposal does not have all requisite supporting documents.

v. Financial proposal is not uploaded in BOQ Excel File format available in Bid Documents available on eProcurement website.

vi. Bidder fails to deposit the Bid Security or fails to upload the scanned copy of receipt of submission of Bid Security or fails to submit Performance Security Bank Guarantee with specified period of issue of letter of intent or fails to enter into a contract within specified date ofnotice of award of contract or within such extended period, as may be specified by University.

(9) Prices: The price shall include **module-wiseDesign, Development, Installation, Deployment, Testing,Security Audit, Existing physical raw data entry, Maintenance, Regular Backup, Bug fixing, Feature Enhancements, Upgrades, Providing requisite Manpower, Functional and Onsite Technical training of CRSU personnel at CRSU campus, Jind, and Complete Support inclusive of 1 Year warranty after handholding**. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted *in FINANCIAL BID* as per the Price Format available in Annexure-3 *which must be uploaded in the Excel File format provided in Bill of Quantity (BoQ) document available with Bid document on this website. Bidder must* note of the following:

a. All costs should be given in INR both in Figures and Words. All payments will be made in INR only.

b. **The rates quoted in Financial Bid should be inclusive of all charges including applicable Government Taxes also.**

c. *Bidder must specify the AMC amount for Five years.* **For the purpose of financial bid evaluation, this component will be included.** *However, this will be payable after expiry of one-year warranty period on quarterly basis after completion of each quarter on satisfactory performance of the vendor.*

(10) **Time Frame and Delivery Schedule: The total project is to be completed within 01 (One) year after award of contract.** During this period, advisable maximum period of completion of various components are: **02 (TWO) months for preparation of SRS document**, **06 (SIX) months for design, development and customization and 04 (FOUR) months for module-wise testing, installation, deployment, training and Go-Live.The bidder will submit the monthly progress report to the university**. If the university observes that the vendor is not following the above mentioned time schedule strictly, vendor may be warned and / or penalized for the delay as decided by university authorities and the same will be binding on the vendor.Also, the Vice Chancellor reserves the right to cancel the purchase order if the bidder fails to comply with the schedules without any notice and Bid Security and/ or Performance Security in any form will be forfeited.

(11) **System Acceptance:** After successful deployment of the system by the vendor, Acceptance Procedure for the Application Software will include the following, a plan for which will have to be submitted by the bidder.

a) Functional Tests

b) Resilience Tests

c) Benchmark comparisons including load testing

d) Operational Tests

e) **Security audit to be done by the vendor**.

f) Any other tests/evaluation criteria that CRSU may specify, if required.

The Final Acceptance testing will include testing of the application through live functionality for each module. The User Acceptance Tests for the Application Software will be carried out at CRSU at module level. System acceptance certificate will be issued by the university on the satisfactory report of a committee as constituted by the Vice Chancellor for this purpose. The committee will be free to observe the system's functionality for a period as it may feel deemed fit and vendor will have no objection to it.

(12) **Warranty:**Warranty of 01 (one) year after handholding (the date on which the university takes over the complete software after full testing) is mandatory. There shall be AMC of minimum 05 (FIVE) years after the expiry of warranty. If the deployment and testing of the software is completed and the university takes over well before the stipulated period of one year, the AMC shall be extended on prorate till completion of the initial project period i.e., 7 years.**During Warranty, the vendor is liable to implement the any changes in the software required (bug rectification, or upgrades or addition of new functionalities etc. as the case may be) in the system without any extra charges as and when required in immediate basis. Failure to comply with this clause may lead to cancellation of the contract and forfeiture of Performance security of the vendor.**

(13) AMC: Comprehensive AMC, i.e. after completion of warranty period, shall be quoted for subsequent 05 (FIVE) years. However, the university reserves the right whether to enter into AMC or not. The payment towards AMC will be made by CRSU quarterly on completion of a quarter after satisfactoryperformance of the vendor.**During AMC, the vendor is liable to implement the changes in the software required (bug rectification, or upgrades or addition of new functionalities etc. as the case may be) in the system without any extra charges. Failure to comply with this clause may lead to cancellation of the contract and forfeiture of Performance security of the vendor.**

(14) Performance Security: Within 15 days of the receipt of **Letter of Intent**, the successful Bidder must deposit a **Performance Security**of an amount equivalent to **10%**of the total order value (**including AMC**) in form of a FD/ Bank Guarantee (in the format provided in Annexure-6) from a scheduled Bank in favour of Registrar, Chaudhary Ranbir Singh University, Jind. Failure of the successful Bidder to comply with this requirement will constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event the University may make the award to the next lowest evaluated Bidder or call for new bids. Performance Security will be 10% percent and remain valid for a period of 60 (sixty) days beyond the date of completion of the initial project period i.e., 7 years.

(15) Service Level Agreement: Selected bidder will have to sign a SLA (Service Level Agreement) with the university for development, deployment, functioning of software, Onsite training of the CRSU faculty, staff& other users, updating the software, periodical backup of data for initial period of SEVEN years (1-year development and installation + 1-year warranty + 5-years AMC). An agreement shall be signed between CRSU, JindHaryana and the successful bidder regarding Pre requisite / site preparation (Hardware / system software / networking / manpower requirements), Warranty, License agreement, Installation & Onsite Training, Time Schedule, Payment Terms, Penalty Clause, Maximum permissible downtime (24 hours), Facilities Required for Vendor, AMC Charges etc.**Detailed SLA document will be prepared by the bidder on the basis of Annexure - 7 and uploaded along with its technical bid documents.**

(16) Single Point of Contact: The total project development should be handled by a single head, specifically the Project Manager, who shall be the single point of contact for the university.

(17) Physical Data Entry: The initial raw data available in physical form across various records of the university has to be entered in the new system by the Vendor only.

(18) Project Design Documents, and Manuals: The vendor shall provide the following on regular intervals:

   (i)   Detailed System Requirement Specification Document (SRS)

   (ii)   Administrator's Technical Manual: This manual shall provide a detailed description of:

> ➢ Module design and module Architecture in used in the solution.
> ➢ Details of data base including data base design and objects
> ➢ System flow and system diagrams
> ➢ Application development platform

(iii) Operator's Manual: This manual shall provide a detailed, operational description of all the components of the solution and shall include the application flow showing the various operating instructions.

(iv) Installation Manual and Documentation: The installation manual shall consist of a section that describes the proper installation procedures for Hardware, System software, Application software etc.

(v) Database recovery Manual and Documentation: This manual shall describe detailed procedures to recover the database in case of failure.

(vi) Any other Manual or Documentation useful for the user in operating, maintaining, transferring and/or administration of the solution.

(vii) Complete source code of ERP.

(19) Inspection, Periodic Monitoring and Review: The University reserves the right to inspect the firm for a reasonable certification by a competent agency as per the GOI / Industry norms and for the claims made by the agency in their bidding documents. The work and progress of the work shall be periodically monitored and reviewed by the University.

(20) Training: The vendor has to provide general training to all users of CRSU, Haryana on the university premises. Exclusive Onsite Training to CRSU staff members, as decided by competent authority, CRSUJind, on the ERP for day to day management is the responsibility of the bidder.

(21) Customer Support: The bidder has to provide onsite support as per project requirement for a period of **minimum 12 months** beyond the development, installation, customization, training and warranty period by deploying its technical manpower at university's premises. However, during remaining AMC period, online support 24*7 must be provided as and when required by the University. In case of failure to fix problems in online mode, on-site visit is bidder's responsibility. Bidder has to provide support and maintenance of Open Source software(s) if used in ERP.

(22) Payment: No part payment will be released before the successful deployment of the system and acceptance of the same by the university. Total payment (**mentioned against S. No. 1 of the Financial Bid**) will be equally split into parts as per each module mentioned in Technical Specification section of this document. Module-wise payment (**mentioned against S. No. 1 of the Financial Bid**) will be released only after successful acceptance of the vendor post 01 (ONE) month of successful deployment of the Live system and acceptance of the same by the university. During AMC period, payment will be released quarterly based on good performance report of the bidder. All the payments to the successful Biddershall be made invariably through Electronic Fund Transfer (ECS/RTGS/NEFT) into their designated bank accounts.Therefore, the bidder will provide their bank account details along with their Bid in the format given in **Annexure 5**.

(23) Queries and Clarification: The queries and clarification for this document must be addressed to "System Analyst, University Computer and Informatics Centre (UCIC), CRSU,Jind, Haryana" and the samemust be sent through e-mail(ucic@crsu.ac.in), in the following format:

S. No.	Clause no. (as per e-tender)	Your interpretation	Clarification sought from University

The query must reach before 7 days of closing date. The same will be put on the CRSU website.

(24) Right to Accept/Reject Bids: The University reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any stage, without thereby incurring any liability to the affected Bidders or any obligation to informthe affected Bidders of the grounds for such action.

(25) Confidentiality: The Bidder and their personnel shall not, either during the term or after expiration of this work order,disclose any proprietary or confidential information relating to the services, agreement or the University business or operations without the prior written consent.

(26) Corrupt or Fraudulent practices: The bidders shall observe the highest standard of ethics during the whole transaction. Contrary to the above the offer will be rejected for award of contract and Bidders will be declared as ineligible even for further period as deemed fit by the University.

(27) Liquidated damages: In case, the concerned vendor fails to follow the SLA or fails to complete the work as per the schedule and the agreement thereof or repudiates the contract at any time, CRSU without prejudice to any other right or remedy available may recover from the concerned vendor a sum ascertained and agreed as liquidated damages at the rate of 0.5% per week of delay on the value of work excluding the AMC cost. Maximum limit of liquidated damages is 20% of the value.

(28) Suspension: The University may, by a 01 (one) month written notice of suspension to the Bidder, suspend all payments to the Bidderunder the work order, if the Bidder fails to perform any of its obligations under thework order/agreement, (including the carrying out of the services).

(29) Termination of Work Order: The University may, without prejudice to any other remedy for breach of agreement, terminate thework order in whole or in part, by 01 (one) month written notice of default sent to the Bidder, and the performanceguarantee shall stand forfeited if,

i.   The Bidder fails to deliver any or all of the obligations within the time period(s) specified in the work order/agreement, or any extension thereof granted by the University.

ii.   The Bidder fails to perform any other obligation(s) under the work order/agreement and fails to rectify it within the notice period for the rectification of the same.

iii. Information submitted in technical proposal is found to be misrepresented, incorrect or false,accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.

(30) Termination for Insolvency: The University may at any time terminate the work order by giving 01 (one) month written notice to the Bidder withoutcompensation, if the Bidder becomes bankrupt/insolvent, provided that such termination shall notprejudice or affect any right of action or remedy which has accrued thereafter to the University.

(31) Force Majeure: During the pendency of the service agreement if the performance in whole or part thereof, by eitherparty is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of publicenemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including breakdown of equipment beyond their reasonable control, neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy. However, if progress of work is suspended by force majeure conditions lasting for more than two months,

CRSU Authority shall have the option of cancelling the contract in whole or part thereof at its discretion.

(32) Arbitration: All disputes, differences, claims and demands arising under or pursuant to or touching the agreementshall be referred to the sole arbitrator to be appointed by the University. The award of the sole arbitratorshall be final and binding on both the parties under the provisions of the Arbitration and ConciliationAct, 1996 or by statutory modification/re-enactment thereof for the time being in force. Such arbitrationshall be held at Jind, Haryana. It is clarified that Civil court shall have no jurisdiction to entertain any suchdisputes.

(33) Jurisdiction of Courts: In all matters and disputes arising hereunder, the appropriate Courts at JindHaryana only shall havejurisdiction to entertain and try them only after the failure of arbitration process, if any.

(34) Indemnity: The concerned vendor shall always keep CRSU indemnified of any action/damages or other legal proceedings and liabilities that may arise directly or indirectly on CRSU with respect to the services provided by the concerned vendor to CRSU. Such liability of the concerned vendor shall always survive irrespective of the duration of any agreement made with the concerned vendor.

OTHER IMPORTANT CONDITIONS: -

1. **The agency will be shortlisted on the basis of total quoted cost as L1. However, after the award of the work the company i.e. L1 will submit the module wise cost to the University by dividing the total cost as the payment will be released after successful implementation of module by module. The University has full discretion to award the work of module of its own. The firm/agency will be responsible to implement the complete ERP System. There must not be situation that after completing the particular number of Modules, company/firm back out for the remaining modules. In that case company will invite penalty actions as decided by the University which includes blacklisting, recovery of earlier developed modules etc.**

2. **The payment will be made module wise and it will be released only after successful implementation of that respective module.**

3. **The work order may be withdrawn immediately without any notice/communication, if company/agency fails to implement various modules in prescribed time frame. Also, the company /agency debarred or black listed and the performance guarantee amount may be forfeited in such case.**

Date & Seal   Name and Signature of the competent

                                                                    Authority of the Bidder

Technical Specifications

CRSUJind, Haryana desires to procure a**Web Based ERP/ University Management System (UMS)** for computerization of all academic, administrative and other activities of the university so that eco-friendly paperless processing gets implemented. Proposed system must capture the entire workflow and processes of the university and its affiliated colleges as required in respective modules (mentioned below). Complete lifecycle of Faculty, Employees, Students (UG, PG and Ph. D.) of University and its affiliated colleges must be covered in the implemented system. The system must provide secure, accurate and timely information to users at all levels for better information and decision making.Further, the university expects that the software is fully functional for a period of 10 years and to this extent, the Bidder is expected to give an undertaking for its life span. ERP must have following features:

- ❖ 100% Web (Internet / Intranet) enabledWeb Based ERP/ University Management System (UMS) deployed **on a Cloud Platform** in a Tier 4 Data Center located in India.

- ❖ Regular backup of the complete database and application software is to be maintained at a local server in CRSU Jind. Open Source Technologies to be used for Operating System, Database, and DevelopmentPlatform.

- ❖ **All hardware and software to be used in development, implementation and during execution of ERP will beprovided and managed by the vendor at their own levele.g. server etc.(except the desktop computer systems).**

- ❖ **No of Technical skilled person to be deployed in the University for training the staff and requirement assessment: Examination Branch – 02, Account, Registration, Establishment, College Branch, G & P Branch, Academic Branch – 01 (in each branch), DAA office -01 and 01 in UCIC office for co-ordination with all University officials. The number of man power deployment may varies as per University requirement.**

- ❖ **Scalable to handle 1, 00,000 students, 10,000 faculty members and 10,000 staff members.**

- ❖ Compatible with major popular web browsers- Microsoft Edge, Firefox, Chrome, Safari, Opera etc.

- ❖ Access of the system through Android, Apple and Windows Mobile applications which will be delivered as integral part of the Project.

- ❖ Integration of Online Payment Gateway (e.g. SBI, BillDesk, ICICI, any other)

- ❖ Facility of Auto SMS and Email Alerts on important transaction executions.

- ❖ Facility to collect Feedback/ Acknowledgments through Web portal, Email, SMS, and Mobile app.

- ❖ Inbuilt support for RFID technology, Biometric for Attendance Monitoring.

- ❖ Fully integrated multi-user system with full protection against unauthorized access (only the concerned authority or user should see the relevant data); access permission at all levels; role based authentication and access at various levels such as application, module, form and fields.

- ❖ All activities must be based on single login per user.

- ❖ Role assignment should be many to many i.e. One role can be given to more than one users and a user can have more than one roles.

- ❖ Sub user creation facility for each user i.e. every user can add a sub user and assign some or all of his functionalities assigned to him.

- ❖ Switch user facility for each user so that they can switch to another user account in read only mode who is reporting to him.

- ❖ Task creation, assignment and review. Anyone can assign task to someone and do review of it. All track of review should be maintained.

- ❖ Login may be done through various methods depending on the criticality of the operations. Apart from normal Password and captcha, system should support biometric device, OTP from case to case. There must be a facility to have login fixed with some specific machines only. Support of double password system: one which is used at the time of login and other is used during critical transaction after login.

- ❖ Login based user Dashboards should be made available for all users of the system (viz. Faculty Members, University's other employees, Students, Alumni, Parents of Students etc.). User's complete profile should be accessible within the account. User should be able to edit / update the editable parameters of his profile.

- ❖ Global Login for all modules: There should be common login window for all type of users.

- ❖ Proposed management system must be developed on a Service Oriented Architecture. Users should be able to receive all possible services offered by different departments / sections / units of the university through their account only. Reports / letters / orders / certificates / notices etc. issued by the university authorities for them should be viewable and downloadable in printable format from their login account only.

- ❖ Resetting before expiry of session: An alert message should come before expiry of the session and the user should be able to increase the time by resetting it.

- ❖ Convenient and Fixed place for messages and other important buttons like save, print, submit, import, export, back, forward etc.

- ❖ Meeting scheduling and taking entry of minutes of meeting. Any user should be able to schedule their meeting, and intimate the participants about it through SMS and Email. After meeting, facility should be there to enter the minutes and inform the desired users including the participants.

- ❖ Signing document digitally: any document can be signed digitally through browser or specific PC.

- ❖ Unique Report ID along with the provision of bar code printing on the report.

- ❖ Upload order, circulars, what's new, news on portal. In case of news and what's new, color of the text can be set through system. Facility should be there for configuring of timing for which the uploaded document will be active.

- ❖ All orders and reports generated by system, like transfer order, promotion order and sanctions order, should be maintained in print state and never be changed. Systems should provide an interface through which either entering the order id or through barcoded scanner, report can be viewed as per access.

- ❖ Auto Data archiving system.

- ❖ Standard format file used for bulk data migration (uploading / downloading), like Excel, CSV etc.

- ❖ Remote access in a secure and authenticated way when the faculty and students are away from the university.

- ❖ System should be available 24x7.

- ❖ Technical Help Manual of all modules of the system must be available ONLINE in the system. Every option in the software/module should have context sensitive help available for the user while the software is in use.

- ❖ Web Based ERP/ University Management System (UMS) should have web portal as well as mobile app (compatible with android and iOS) as per requirement of different modules.

- ❖ The complete ERP source code (in all aspects) and any contents related to source code e.g. SRS, ERP design documents, functional documents, students data etc must be handed over to the University as and when required by the University in desired format/form.

Above points just provides an overview of the minimum desired features in the proposed Web based system that should not only enable and ensure the entry of correct data in real time but the system required that it should invariably be used even by the not so diligent people, keeping the security of the system intact.**If the university wishes to have some special features in the system at any stage of the life of project, the vendor has to provide that without any extra charges.Vendor is expected to deliver a product that will be rich in state-of-art features available in such management systems.**

CRSU would engage the vendor on a managed services model for a period of **five years**after one-year warranty period from the date of go-live. In particular, the vendor must provide ERP software, installation, commissioning, physical raw data entry, maintenance, regular backup, andcomplete support for a period of five years after one-year warranty period from the date of go-live. CRSU Jindexpects the complete system to go live in 12 months after the order has been awarded.Managed services will also include providing bug fixing,enhancements, upgrades, functional and technical onsite training of CRSU personnel, and other relatedactivities. The vendor will take the end-to-end ownership as a single point contact to ensure smoothfunctioning of the IT operations by providing requisite resources.

The following sections provide the overview of functionalities of various modules of the ERP. **However, the bidder has to undertake study of CRSU User requirements and develop ERP accordingly.CRSU ERP will have broadly following major modules, however the system must have provision to create new modules and sub modules**:

Broad Scope ofWork

 i. University Website Module.
 ii. Vice-Chancellor's Secretariat Mgt.System
 iii. Admission and Registration Management System
 iv. Examination Management System (Pre and Post activities) and its Linking with National Academic Depository/Digilocker
 v. Student Life CycleManagement
 vi. Choice Based CreditSystem
 vii. Finance, Accounting and Auditing ManagementSystem
 viii. Budget ManagementSystem
 ix. Departmental Activities Mgt.System

x. Off Site Campuses Mgt.System

xi. Planning, Development andProject

xii. Purchase and InventoryManagement

xiii. Recruitment andEstablishment

xiv. File Tracking and DocumentManagement

xv. Legal Cases and RTIManagement

xvi. Hostel ManagementSystem

xvii. Course and CurriculaManagement

xviii. Research and Scholar TrackingSystem

xix. Attendance Monitoring System (Student+Employee-Teaching/Non-Teaching)

xx. Students Welfare ManagementSystem

xxi. Alumni ManagementSystem

xxii. Information ManagementSystem

xxiii. Sports Board Management System/ CulturalCommittee

xxiv. Assets (Movable and Immovable) ManagementSystem

xxv. Library AdministrationSystem

xxvi. Academic Management System (Office of DAAetc.)

xxvii. Office Management System (Pro-Vic-Chancellor/Dean/Proctor/DSW/Headetc)

xxviii. University Works Department (UWD), Electric and Water Supply (EWS) and Sanitary & Support Services (SSS) Management System.

xxix. Guest House managementsystem

xxx. Online hosting of Lectures/ Seminars/ Teaching/ Learningmaterials

xxxi. Residential AccommodationManagement

xxxii. Website and webportal

xxxiii. Quality ManagementSystem/NAAC/NIRF/IQAC

xxxiv. TransportManagement

xxxv. Functioning of Specific Cells (Sexual Harassment Cell/ST-ST Cell/ Grievances RedressalCelletc)

xxxvi. College Affiliation module with the University.

xxxvii. Any of the module can be added and deleted by the University authority at the time of implementation.

Tentative Functionality Description of ERPModules / sub-modules

Student Life Cycle Management
• Enquiry /Lead Management
• CRM and Admin
• Prospectus and Form POS
• Payment Gateway
• Admissions Process
• Identity Cards

• Self Service Portal
• Fee Module
• Classroom and Learning
• Examinations
• Results
• Marks Sheets and Awards
Admissions
• Lead Management System
• Online Admissions
• Office Based Admissions
• Student Master Data
• Admission Shifting
• Fee Setup
• Collection Entry Module
• Payment Gateway Integration
• Mobile Apps for Fee
• Reconciliation
• Scholarship and Waivers
Counselling & Student Master Data Creation
• Pre-Admission Enquiry
• Student Application Data (On Line/Off Line)
• Student Counselling Based on Rank
• Verification of Admission Criteria
• Application of Programme/Batch based on the choices given by the student
• Hostel Allocation
• Up gradation of student in case of vacancy in the higher branch
• On-line seat status display
• Integrated Fees Collection

• Admission letter generation with student's photograph Up- gradation/Import of Short-listed student data into database alongwith
    o BranchAwarded
    o PersonalDetails
    o Qualification
    o Category (General/SC/ST Etc).

• Student MasterData
• HostelManagement
• Room and Exam CentreManagement
• Formation of Programs/Branch/Section/Sub- Section
• Enrolment NumberGeneration
• Pre-Registration/Registration
• Core SubjectAllocation
• Registration and continuation return submission
Student Database Management

- Department wise Elective/freeElective Offering.
- Elective/free elective choice collection from student.
- Faculty Subject Choice with rooms, day & time preference.
- Teacher Load Distribution.
- Registration Slip Printing.
- Add/Drop Regular/Back Paper Subject
- Student Attendance.
- Time Table Generation.
- Student In or Out Details
- Student Disciplinary Records.
- Student Module: Student data upload
- for UG/PG/Ph. D programmes Merit preparation module for UG/PG/PhD admissions
- Student name-photograph & profile reading through OCR/online Qualification, address, local and Student Roll number generation
- Course Registration Address change / Duplicate I-Card request, generate Name / Data / Branch change/correct request maintenance Course completion/ Bonafide /Character
- Request create and maintain Scholarship management - type, source, target, duration Scholarship start date / end date amount
- Linkage of scholarship with fee Student statistics Girls/Boys/ Category Ratio etc.
- Student address label for sending letters to parents
- Student feedback management
- Student misbehavior / Ragging records / Corrective action Email / SMS notification of misbehavior /achievements / General Information Maintain all type of records of student for their performance whether it
- Alumni module View and edit current profile and the name of the organization where he/she is working
- View current standing and degree information
- View archived data from previous years Forums and discussions with teachers and current students
- Alerts and emails regarding events, functions and placement Data visualization & statistics of past students

Academic Calendar

- List of Holidays
- Class Schedules
- Classroom and Auditorium Division
- Semester and Session
- Admission Dates
- Cut Off Dates
- Late Fee Schedules

Fee Management

- Dynamic Fees Heads
- Multiple Currency Supports
- Fee Structure.
- Academic wise / Program Wise Fees

• Individual Fees Structure and also Quota Wise.
• Fees Waiver or Fees Discount
• Special Approval in case of Delay in Payment
• Fees Collection.
• Cash
• Bank /Cheque/Draft/ECS.
• Online Payment Gateway
• Fine Collection.
• Fees Refund or Fees Settlement.
• Payment List or Due List.
• Student Fees transfer.
• Various MIS related Reports.
• Integration with Finance Module.
Transport Management
• Route Management
• Bus Schedule & Timings
• Vehicle Management
• Vehicle Documentation
• Repair and Maintenance
• Driver Information
• Institute/Vendor- VehicleManagement
• Vehicle MasterDatabase
• Pick & DropPoints
• Student SeatAllotment
• Vehicle LogbookManagement
• VehicleMaintenance
• Vehicledetails
• Vehicle maintenance detailsVehicle running history
• Driverinformation
• Distancecovered
• Details of last purchase andlast service
• Repairing agency anddate/cost
• Issue and use details / Fuel logbook
• Price and paymentof fuel consumption-monthly, quarterly, yearly
• Contractormanagement
• Insuranceinformation
• Online requisition andduty assignment
• Fitness ofvehicles
Hostel Management
• Hostel admission

• Bed/Room Control
• Issued Items
• Penalty and Dues
• Master Data
• Mess Management
• Vacations & Out Stationed
• Electricity Meter Readings
• Housekeeping Aspects
• Furniture Allotments
• Renovations and Maintenance
• Room Allotment
• Room search / Room allocation / Room discontinuation / Room transfer
• Room occupancy record keeping, Mess Bill Management
• Visitor logbook, Security guard details/ duty etc.
• Top authority page to maintain information related to student/employee mass mailing (e-mail) facility
Student Self Service Portal
• Attendance
• Fee and Dues which includes Fee/fine payment, dues details Debit / credit advice
• Lecture Schedules/Class time-table
• Exam Details
• Results and Awards
• Personal Information-view/edit
• Academic information
• Pre- registration/registration- record subject choice
• Class test / mid semester test marks details
• Exam date sheet with seating plan
• Marks obtain CGPA/SGPA details
• Disciplinary records
Faculty Self Service Portal
• Classroom and Assignments
• Leave and Attendance
• Class Schedules
• Syllabus and Teaching
• Content Library
• Personal information
• Contact information view/edit
• Leave and salary records
• Debit/credit advice
• Income tax declaration and deduction
• Workflow for (leave/ LTA/medical/ advance/ no dues

• Subject/room/day/time preference for time table
• Time Table entire (employee wise)
• Day/time preference/ no dues request for invigilator duty
• Employee wise data sheet/ invigilator duty
• View seating plan
• Marks entry of class test/mid semester test
• Grade calculation
• Booking/cancellation of room for special activity/extra class
• View result of student recreation survey (Self)
• Administration user option
• Student information
• Employee information
• Security information
Smart Phone app for students
• Login securely
• Check their class schedule / timetable
• Check reading schedule for the next day
• Check assignments with deadlines
• Check their attendance
• Check their fees/fines payment status – paid, balance, last date for payment
• Check their test results
• Check exam schedule
• Check their exam results
• Check any notice from accounts, hostel, professor, faculty, university
• Alerts
• Check their internet usage
• Check static bus routes/schedule
• Check Academic Calendar
Smart Phone app for Faculty Members
• Class / Lecture schedule for the week
• Classroom allocations
• Attendance of students
• Mark their attendance as soon as they enter University
• Assignments & deadlines
• Test results
• Exam results
• Notices from Faculty, University & Alerts
• University email
Guest/Faculty house management
• Room type
• Room search / Booking

• Occupancy Record Management Check in date / Check out date Guest contract details, email Guest report monthly
• Guest report daily
• Reservation master
• Room/ Food Billing, Mode of payment, Service Tax Guest House Inventory Management, Kitchen Inventory Management
Examinations
• Date Sheet & Scheduling
• Confidential Setting/ Paper Setting to Printing
• Restricted Students
• Exam Forms
• Admit Cards
• Marks Sheet
• Re-Appear System
• Results
• Grace Evaluation
• Question PaperSetting
• Date SheetGeneration.
• SettingPlan
• Examination Centre Management
• Evaluation Centre Management
• Coding/Decoding of answer sheets
• Re-evaluation/Re-checking
• Integration of result data with NAD
• Invigilation Duty with Faculty load distribution/No duty request/Time Preference.
• Attendance / Absentee listgeneration
• Marks Entry System by faculty Member with approval from HOD
• Result Entry System andProcessing
• Percentile
• GradingSystem
• CGPA orSGPA
• Tabulation of GradeSheet.
• Printing of Grade Sheet, MarksSheets, Transcript and Various MISreports.
• Published of Results in the WebKiosk
• after approval.
• Faculty can enter internal and external marks of allotted subjects as coordinator/teachercoordinator/teacher
• Faculty can enter internal/external marks of back papers as allocated Editing of marks can be done before locking Print and Save option to become active only upon locking Backlog record of each student tobe maintainedBranch-wise/Semester-
• wise result generation
• Facility for conducting online and written sub module may System should generate DMC/CGPA/SGPA records of individual student and statistical reports of overall results semester wise,branch

- wise, batch wise, year in spread sheet, and graphical form Student can fill form to appear in a particular or all subjects
- Faculty/student/parent can view result/placement details of the students if given authority by the management Examination related information – date sheet, change in exam date, result declaration through e-notice, email, SMS channels System to generate topper details, scholarship holder records, gold medal list details, best project
- TA/DA/Remuneration management
- Answer sheet scanning

Academic module

- Provision of Subject allotment and faculty by concerned HOD Faculty may take theory / practical / project / thesis
- Concerned HOD can allow failed students to sit in Mid- Term Examination as allowed by Dean (Acad.)
- Provision to Faculty to enter students attendance – access through login
- Provision for reminding faculty to fill attendance through HOD via email
- Attendance visible to administration, faculty, student and parent modules
- Short attendance notice through e- notice/email/SMS to subject teacher, HOD,
- Dean (Acad.), Academic Officers, controller of exam, professor-in-charge, student, parent on a selectable frequency such as monthly/before mid-term examinations/ end-of-semester Attendance information dissemination to students/parents through Email/SMS channel
- Student Database
- Student Registration
- Student Program and Course Registration
- Faculty Database
- Faculty Assignment to courses
- Syllabus creation
- Pre-examination functionality
- Schedule of Mid Semester, Main or End Semester, Supplementary, Special Supplementary and Summer Semester Examinations from the different departments
- Invigilator, Hall management, Seating Arrangement, Hall ticket printing.
- Online attendance management for the registered students in a semester.
- Multiple eligibility checks for example attendance, valid registration etc.of students for appearing in examination
- Generation of attendance list of students and invigilators for examination.
- Conduct of Examination-record keeping of Student Attendance during examination Invigilator attendance during examination
- Answer-sheet distributionduring examination Answer sheet distribution andreturn

Learning Triggers

- The software should facilitate student learning through online downloading- uploading of assignments/study material. There should be provision to create a learning plan (based on the syllabus) and link learning resources with it.

Parents Module

- Parents can view attendancevia Internet in the Parent's Button on UMS

Promotion and Branding

- Social Media Connect

• Blogging and Write Up
• Publications
• Photo/Video Bucket
• Mass Mailing and SMS

Interaction and PR
• Greeting Management
• Gift and Recognitions
• Self-Branding

Document Vault
• Confidential Documents
• Alliance Docs
• Approval Docs
• Renewals and Alerts

Feedback / Reaction Survey
• Event declaration with IP based Security
• Type / sub type question preparation with weight age filtration of abusive words
• Feedback collection through web kiosk with approval processing, publishing & analysis of MIS(Optional)

Training & Placement
• Student academic data to be obtained from database Student to enter other data like class x, xii, training details, projects done
• Student can register and select companies online
• Placement calendar
• Maintaining corporate recruitment
• Managing various placement events
• Checking selection criteria
• Web enrolment for placement event
• Maintain Campus requirement

Alumni Management
• Alumni Registration/form
• Promotion and Interactions
• Records & Achievements
• Discussion Forum
• Mailing & SMS
• Maintaining the alumni database-contact details work details
• News event
• Search engine (optional) & Online registration

Management Information System
• Complete MIS
• Grievance Management
• Discussion Forum
• Committees and Cell

•	Minutes of Meeting and Scheduler
•	Project Plans
•	Announcements and Resolutions
•	Notices and Alerts

<table>
<tr><td colspan="2" align="center">Designation and Hierarchy</td></tr>
<tr><td>•</td><td>Organization Chart</td></tr>
<tr><td>•</td><td>Designation and Roles</td></tr>
<tr><td>•</td><td>Rights & Privileges</td></tr>
<tr><td colspan="2" align="center">VC/Pro-VC /Director/ Registrar/ Dean/HOD Office Management</td></tr>
<tr><td>•</td><td>Dashboard separate for each Category</td></tr>
<tr><td>•</td><td>File Movement and file tracking</td></tr>
<tr><td>•</td><td>Conferences/Seminars/Workshops/Training Programme management</td></tr>
<tr><td>•</td><td>Meeting Management</td></tr>
<tr><td>•</td><td>University Court/ / EC agenda/minutes uploading and circulation</td></tr>
<tr><td>•</td><td>View / Print of current / minutes of University Court/ EC/ Finance Committee agenda/minutes uploading</td></tr>
<tr><td>•</td><td>View / Print of current / minutes of Finance Committee</td></tr>
<tr><td>•</td><td>Office Record Keeping, Work assignment, Progress monitoring</td></tr>
<tr><td>•</td><td>Dynamic Website, Automatic updation of information</td></tr>
<tr><td>•</td><td>File management/letter movement and its tracking system by the employee/faculty</td></tr>
<tr><td>•</td><td>Trace/tracking of reimbursements/indents and advances by employee/faculty to facilitate purchase/different activities for institutional /department /research.</td></tr>
<tr><td>•</td><td>Online invigilation duties to faculty members.</td></tr>
<tr><td>•</td><td>Online purchasing procedure particularly approval and submission of quotations</td></tr>
<tr><td>•</td><td>Online availability of student and alumni record of the department.</td></tr>
<tr><td>•</td><td>Online availability of Faculty & Staff of the department</td></tr>
<tr><td>•</td><td>List of students registered on the basis of subjects.</td></tr>
<tr><td>•</td><td>List of students eligible to write end semester examination.</td></tr>
<tr><td>•</td><td>List of students appearing in supplementary examination.</td></tr>
<tr><td>•</td><td>Course file management, Assignment records, student feedback, course web page management.</td></tr>
<tr><td>•</td><td>Lab record management, stock book, purchase comparative, purchase order.</td></tr>
<tr><td>•</td><td>Meetings & Minutes of various Academic Committees</td></tr>
<tr><td>•</td><td>Online availability of Faculty & Staff of the department List   of students registered on the basis of subjects.</td></tr>
<tr><td>•</td><td>Online invigilation duties to faculty members.</td></tr>
<tr><td>•</td><td>List of students eligible to write end semester examination. List of students appearing in supplementary examination. The information pertaining to the Department fulfils departmental objective & requirements Course file management, Assignment records, student feedback, course web page management. Lab record management, stock book, purchase comparative, purchase order. Meetings & Minutes of various Academic Committees (BOS/AC/URDC/Boards etc.)</td></tr>
<tr><td>•</td><td>Ability to create mailing groups of employees of students as per group/ elective/ Insurance Management Facility of login from institute's public portal into the system for limited access for viewing above as per policy of the institute</td></tr>
</table>

• Student Management Dashboard, including ability to view Admission and Current Registration Status,
• Academic Records, Historical Records (for verification purpose), Student's Personal Database, Report of indiscipline and proctorial action against the student.

Printing and Scanning
• Record Keeping
• Result Sheets
• DMC and Degree
• Gazette
• Newsletters
• Question Paper

HR & Payroll
• Resumes & Recruitment
• Employee Management
• Salary Processing
• Form 16 and PF Form
• PF Statement
• Staff Attendance
• Leave Management
• Recruitment –Teaching/ Non-Teaching Online
• Online job Application
• Archiving of all employee data
• Employee Database.
• Personal Information
• Professional Membership Information
• Dependent Details
• List Journals/ Publications/ Conference/
• Seminar etc.
• Salary/ Perks/ reimbursement Details
• Promotion /Increment
• Visiting Professor or Guest Faculty Details
• Salary Computation and generation of
• salary bills and pay slip
• Arrear Calculation and Generation of Arrear reports.
• Generation of TDS and income Tax
• Statement
• Advance/Loan Payment/recovery
• Income Tax Calculation.
• Setup, add, edit, update detailed employee information Employee I-Card generation
• LTC Management Personal file management along Qualifications /achievements as acquired from time- to-time
• House allotment management including record
• Keeping Handling estate maintenance related complaints

- Notices / Circulars management - information dissemination through email and SMS channel to different levels of employees according to requirement To All or in Group Password protected view, save and print by each employee his/her salary statement Present & Past leave balance, loan history, loan status, pension, CPF and all other allowances/deductions status.
- Employee can view the APAR as per decisions of administration
- View of Government orders / Circulars as received/made by GA section, utilization status advance
- Time-table Administrative duties assigned
- Activities organized Seminar; Conference Workshop attended
- Publications Research Project, Consultancy
- File management/letter movement and its tracking system by the employee/faculty
- Trace/ tracking of reimbursements / indents and advances by employee/ faculty to facilitate purchase/different activities for institutional /department / research.
- Online purchasing procedure particularly approval and submission of quotations
- Management Personal file management along with qualifications / achievements as acquired from time- to-time.

System Administrator Rights

- Restriction of unauthorized access to various modules of the software
- System administrator can only access all the modules of the software
- System administrator can create, update, edit, view and remove any users
- System administrator can update functionality security System administrator can change any user id and password Create login accounts and permissions
- Setup /edit employee and student information
- Generate notices/circulars
- View all reports, records, results for employee and students Document
- Management as to search on any given keyword that could be name, employee id, roll no., role and also month wise, year wise etc. and show in formatted form on the screen. It should be possible to generate printout and save searched data in file form. Similar restricted facility should be possible for every user of the system.
- Top authority page to maintain information related to student/employee mass mailing (e-mail) facility
- Overall administrative control over all modules

Security Management

- Security Agency name and Details/Contacts
- Contract Period
- All security guards" name/ designation, personal details, address, phone number / duty hours / duty location / Date of duty / Nature of duty / off days

RTI/Court Case monitoring system

- RTI/case registration like case no, year, individual/ department name, legal notice receipt etc.
- Pending cases of all department pertaining to various courts (CAT/lower court/high court/ Supreme Court)
- Disposed cases of all department pertaining to various courts (CAT/ lower court/ high court/ Supreme Court)
- Individual/ department wise case history

• Alert for next hearing
• Queries using date of hearing
• View/print of case existing / historical
• Reports on pending cases as on date- category wise/department
• Reports on pending cases as on date- category wise/department
• Information regarding dealing branch and officials
Financial Accounting System
• Chart of Accounts
• Financial Statement Groupings / Grouping of Chart of Accounts, Budget Allocation as on date Expenditure Statement, Unspent balance details
• Dynamic Sub Ledger
• Cheque Book Management including priority of cheques
• User Defined Voucher Numbering Patterns
• Voucher configuration for designing vouchers
• Cash Receipts and Payments
• Bank Receipts and Payments with Inter Bank Transaction option
• Journal Voucher
• Purchase Journal
• Subcontractor Journal (Optional)
• Dr./Cr. Note Voucher's, Book's, Ledger's, Trial Balances,
• Bank Reconciliation
• Ledger / Sub Ledger Credit Limit check
• Budget Preparation on the basis of previous year expenditure with % increase and new services
• TDS Deducted v/s Deposited
• Bill Passing with Age Report(Optional)
• Automated year end entry passing (Optional)
• Various MIS Reports
• Project / Grant Management.
• Payroll Management Finance Rules to be implemented as per latest GFR Finance period creation and maintenance
• Investments by Institute in Term Deposits Generation of all kinds of reports required by the section including CAG Statutory requirements like TDS for goods and services
• Transfer of money to respective project heads /departments/ indenters Consultancy Work
• Payment received and distribution employees Number of pay scales – Grade Pay wise/designation wise / employee wise salary structure Quarter accommodation deduction of license fee.
• Conveyance Allowance Processing of salary according to defined days of a month on which employee salary is claimed for preparation of salary of the employee
• Facility of full attendance tranfer to mark present for entire month initially and update leaves/make employee absent to later reduce data entry effort Category/department/employee wise salary processing taking into account consideration components allowances and deductions creation, HRA, CPF.
• Extra CPF, Cumulative Professional Development Allowance payment, LTC/ other reimbursement etc. Medical Allowance / Reimbursement

- CPDA management Earned Leave Encashment Calculation and historical record
- Salary slip generation Salary report generation month wise posting on individual e-mails, year wise Posting of salary details into Bank Processing of DA, other arrears Contingent Bill for Leave Encashment, Other Payments
- Loan structure, application & sanction of loan / guarantors, instalments Income Tax Management – income tax slabs / surcharge, IT Rules till a specified date.
- Calculate the recovery amount on the Loan amount taken / instalments for every month.
- Maintain a NPS Personal Ledger for an Employee Calculate interest amount on the accumulated CPF: quarterly, semi-annually and annually. Monthly and yearly report of NPS collection and deposit with PFRDA for each individual Employee
- Student fees management Read student data Fee set up for Course wise fees details Payment of fees for each course Set different types of categories to be associated with student fees Student fees can be set with different categories and different number of students
- Define „n‟ number of fee heads and fee components in the institute like, college head, transport head, hostel head Add and collect full/ partial fee during student registration and admission
- View, edit, update, cancel student fees and related information Receive student fee dynamically at the time of receiving fee Facility of receiving fee through payment gateway into institute's account
- View received fee and fee transactions Send information to student and his parent of cancellation of fee through email and SMS channel
- Provides student ledger report
- Provides transaction reports and details.
- View for all session fee together and gives option to receive fee from there.
- Functionality to add additional fee, for fine or any other amount type.
- Facility to refund some or all amount and can also close student fee account.
- Provides reports to view student fees.
- Define fee structure at course level, branch level, batch level and semester level.
- Define fee concessions for academic performances.
- Define fee concessions for different categories of students like SC/ST/OBC/DASA
- Define fine for any activity in the institute e.g. ragging, indiscipline. Maintain fee and fine record paid and due for a student Cancel fee receipts issued
- Sponsored Projects and consultancy Project /Consultancy proposal / approval Receiving of approved project proposal
- Management of fund sanction, allocation & expenditure and UC Details for each individual project
- Project wise PI/Co-PI details
- Finance Accounting This Package is not required as part of Institute Management System. Institute is using Tally for this. However, as per details given above and below it should be possible to import any required data into Tally using CSV format. Further, reports and data as needed by Tally should be possible to print and convert into CSV/PDF format.
- Accounting Reports Account head / Sub head report Challan / DD / Cash book / Bank book / Transfer / Contra report Outstanding report Income tax details Request amount Trial balance Report
- Fund utilization report TDS certificate search Yearly budget Fee and fine collection for every semester: branch wise, course wise. Fee and fine collection between any 2 dates. Fee and fine collection due. List of concessions available. Fee and fine receipts.
- Students details their outstanding scholarship amount and amount released data

Stock and Procurement
• Centralize PO
• Purchase Requisition
• Store Management
• Dispatch and Inventory
• Procurement Hierarchy
• Item Depreciation
• Store indent generation
• Placing of Enquiry to various parties
• Comparative statement generation.
• Purchase order through approved quotation
• Amendment of approved purchase order
• Goods received and material inspection
• Purchase return
• Bill Passing with FAS Integration
• Material issue / receipts
• Material Transfer in/out to other stores/Location
• Physical stock verification and adjustment voucher
• Items repair
• Store valuation on weighted average methodology.
• Stores transaction detail
• Classification and stocking
• Maintenance of consumables/ assets
• Automatic updation of stocks on purchase and distribution
• Stock on hand-department wise / Stock verification details Purchase order generation and Records Vendor list
• AMC maintenance for different equipment in different departments Stores audit Gate pass generation and record
• Category /subcategory Item search
Fixed Assets
• Addition of Fixed Assets
• Value addition to existing assets
• Fixed Assets Register
• Allocation/Re-allocation of fixed assets
• Assets Transfer
• Assets Insurance details /AMC
• Depreciation of Scrap/Sales of Scrap
• or assets
• Depreciation Calculation.
College Affiliation module with the University
• Registration for affiliation including college rename,location or infrastructure change request.

• Affiliation college staff requirement including panel constitution e.g. Registrar, Vice-Chancellor Nominee etc.
• Committee and Evaluation Team Management
• Workflow based approval
• Visit/Inspection record management
• Recommendation report preparation and secure submission on the basis of affiliation parameters.
• Compliance tracking and follow-up
• Notification and Alerts Managements
University Website

The CRSU Jind currently has a website with the URL **http://www.crsu.ac.in**. CRSU Jind would like to align the website to its current goals and objectives and also design as per the Guidelines for Haryana Government / Indian Government.

) **Important Features required:** Look and feel with aesthetics design, good color combination, background and screens, structure and layout, easy navigation facility to upload documents and other information and allowing users to define the period for which document is available on the site. Facility to add corrigendum / addendum / amendments to main tender document through appropriate links should be provided enabling the visitors to view the main and linked documents in an integrated manner.

) Interactive presentation of content.

) Collecting information from visitors by enticing them to providing feedback or post comments.

) User friendly with easy to navigate features and easy to use functions.

) Faster download of pages.

) User should be able to reach the required page within 2 to 3 clicks.

) The Sections like 'what's new', 'latest updates', 'Tender', 'Vacancy' etc. must be dynamic.

) Provide for extensive Website analytics and statistics: covering traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistics and reports as may be required by CRSU Jind.

) **Support for visually impaired and otherwise disabled or challenged users.**

) User administration services as part of a comprehensive Content Management System which should be integrated into the Website design.

) Support to create microsites / web portals within a main website using a subdomain / virtual directory.

) To provide customizable automated templates.

) Scalability to incorporate ERP, File Tracking, MOODLE, etc.

) Latest stable versions of software be used as on date of implementation.

) Perform periodic updation of all software's including their dependencies.

) To design and develop the website as per GOI guidelines in Hindi and English

with CMS and ability to add more languages (No Google translation to be used).

⌡ Comprehensive search facility of individual section of the website as well as entire website both in English and Hindi.

⌡ Graphical, Pictorial and audio, video interfaces, wherever and whenever needed.

⌡ Addition of content as per the requirement.

⌡ To provide clearance of website from CERT-In empanelled agency or any Government of India Agency for security audit certificate / safe to host certificate, if required.

⌡ Using latest website design technologies with acceptability on all current user technology platforms; browsers, operating systems, client systems.

⌡ Design should incorporate security features to protect the site from Session Hijacking, Sql injection, Cross scripting, Denial of Service etc.

⌡ Secure Hosting.

⌡ **Disaster Recovery and Business Continuity Plan:** A detailed DRP/BCP for the Website services should be submitted as a part of the proposal.

⌡ Suggestions, feedback and complaints redressed system.

Other user group wise functionalities required:Super Administrator:

⌡ **User Management:** The super user should be able to create users, centres, students, Faculty / Department and define permission to update the content in the new website.

⌡ **Content Management:** The super admin should be able to manage the overall content of the main website and also should have the option to edit/ delete content updated by any user.

⌡ **Database Management:** Ability to create new database and user interface to displaydynamic content from the database.

⌡ **Menu Management:** The super admin should be able to add, move delete, modify menus on the site.

⌡ **Subdomain / Virtual Directory support:** Website should be able to create microsites / web portals within a main website.

⌡ **Access / Uploads rights:** The super admin should be able to assign upload / access rights at subdomain / microsites / web portals to different users at branch level also.

Grievance Redressal Modules(Branch/office levels) for all stake holders
Integrations Options

- It should also have option to integrate with various systems (if needed)
  - Library Management System
  - Payroll management Systems
  - Finance Management Systems
  - HR Management Systems
  - E-Courts Management System
  - Other Compliance related systems

Proposed Evaluation and Comparison of Bids

The process of evaluation of bids and identification of successful bidder will be done as per below steps.

- ❖ Step 1: Prequalification of Bidders Evaluation
- ❖ Step2: Financial Bid Evaluation
- ❖ Step 3: Award of Contract

At the end of each stage, shortlisted bidders will be informed of the result.CRSUJindwill evaluate and compare the bids that have been determined to be substantially responsive, pursuant to tender requirements & other eligibility criteria as stated in this bid document.

Step 1: EligibilityCriteria/Prequalification: Annexure – 1 ((*To be uploaded as Page - 01*)

The bidder must possess the requisite experience, strength and capabilities for providing the services necessary to meet the requirements, as described in this document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the IT applications, systems and support services sought by CRSU. The bids must be complete in all respect and should cover the entire scope of work as stipulated in this document. The invitation to bid is open to all bidders who qualify the eligibility criteria as given below. Eligibility criteria are mandatory and any deviation in the same will attract biddisqualification.

S.No.	Criteria	Document to be provided
i.	The bidder should be a company registered under the Companies Act, 1956.	Certificate of Incorporation.
ii.	The bidder must have successfully implemented at least one similar University Management System in University/Govt. institute of repute having at least 10000 student'sregistration.	Documentary proof from earlier institute/university where the project was completed. List of successfully completed projects indicating cost, customer name & address. The proof should be applicable to the responder only and not for itssister-concern or subsidiary or parent company.
iii.	Bidder must have ISO 9001:2000 and ISO-27001 or other such certification.	Valid Copy of Certificate
iv.	The bidder or each member in case of a consortium should have positive net worth and an annual turnover of more than INR 02 Crore or above.	Practicing Chartered Accountant Certificate for Net worth and Copy of the last financial years audited balance sheet of the company.
v.	The Bidder should not be under a Declaration of Ineligibility or black listed with any of the Government/ Public sector unit Agencies	Self-Declaration from Authorized Signatory of the Bidder
vi.	Able to provide total integration & solution.	Self-certification on Rs. 100/- Stamp paper.

Date & Seal   Name and Signature of the

                                                               Competent authority

Step 2: Financial Bid Evaluation

Financial bids are to be uploaded as per **Annexure-3**.The Financial bid amount should be inclusive of cost of Design, Development, installation, commissioning, Deployment, existing physical raw data entry, maintenance, regular backup, bug fixing, enhancements, upgrades, functional and onsite technical training of CRSU personnel, complete technical support, 01-year warranty after handholdingand FIVE years post warranty AMC.

Step 3: Award of Contract

Contract will be awarded to bidder (who has qualified all above steps i.e. step 1, step 2 and step 3) having lower price quote. In case of a tie on financial quote, bidder with more number of ERP solution successful deployment in reputed government institutions (IITs / NITs / Central Universities / Govt. State Universities / Govt. Deemed Universities / Autonomous Government Institutions) in India will be eligible for the award of contract.

- ❖ Financial Bid has been submitted on **eProcurement website**, in**BOQ Excel File format** available in Bid Documents on the website.
- ❖ Signatures have been placed on every page of the Bid.

Date & Seal   Name and Signature of the

                                                               Competent authority

Annexure -2

(Format of Certificate w.r.t. Page numbering; to be uploaded as Page - 02)

CERTIFICATE

Certified that this bid document is carrying _____ (in figures) (_____) (in words) pagesand each page isnumbered, signed and stamped.

Date: _____   Signature of the Bidder with seal

Name: _____

(Sample Financial BidFormat.)

FINANCIAL BID will be uploaded on **eProcurementwebsite** only, in**BOQ Excel File format** available in Bid Documents on the website.

Item Rate BOQ

Tender Inviting Authority: Registrar, Chaudhary Ranbir Singh University, Jind
Name of Work: Web Based ERP/University Management System (UMS)
Contact No: 01681-241008,43,01

Bidder Name:	

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	Number #	NUMBER #
Sl. No.	Item Description	Quantity	Units	BASIC RATE in **Figures** to be entered by the **Bidder** Rs.	Applicable Taxes	TOTAL AMOUNT including Taxes
1	2	4	5	13		53
1	Basic Cost of Design, Development, installation, Deployment, Testing, Existing physical raw data entry, Maintenance, Regular Backup, Bug fixing, Feature Enhancements, Upgrades, Functional and Onsite Technical training of CRSU personnel, and Complete Support inclusive of 1 Year warranty after handholding.	1	Job			INR
2	**Cost of AMC for FIVE years after expiry of one-year warranty period**					
2.01	Cost of AMC for 1st Year	1	Job			INR
2.02	Cost of AMC for 2nd Year	1	Job			INR
2.03	Cost of MAC for 3rd Year	1	Job			INR
2.04	Cost of AMC for 4th Year	1	Job			INR
2.05	Cost of AMC for 5th Year	1	Job			INR
Total in Figures						INR
Quoted Rate in Words						
The rates quoted above are inclusive of all charges including applicable government taxes.						

Annexure-4

(Format for Annual Turnover)

ANNUALTURNOVER

S. No.	Annual Turnover w.r.t. item quoted			Remarks (if any)
	2016-17	2017-18	2018-19	
(1)	(2)	(3)	(4)	(5)

Signature of the Chartered Account with seal

Name: _____

The relevant documents are uploaded as Page Nos. _____

Certified copies of ITRs are uploaded as page Nos. _____

Date: _____   Signature of the Bidder with seal

Name: _____

Note:

(i) Documentary evidence shall be uploaded along with the format.

(ii) Certified copies of ITRs of the above years shall be uploaded.

<u>Bank Account details of Bidder</u>

Bidding Details	Tender No.	
	Name of Work	
	Closing date & time of Tender	
	Bidder's Name	
Bank Details *(upload a cancelled cheque for verification of these details)*	Account Name	
	Account Number	
	Name of Bank	
	IFSC Code	
	MICR Code	
	Bank Address	
Contact Details	Communication Address	
	Landline Telephone No.	
	Mobile No.	
	Email Address	

Date: _____   Signature of the Bidder with seal

                                                                    Name: _____

Annexure-6

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE GUARANTEE BOND

REF……………..   DATED: ………………..
                                                 BANK GUARANTEE NO. ……………...…….

To,

      The Registrar
      Chaudhary Ranbir Singh University,
      Jind, Haryana-126102.

1.   Against contract vide Acceptance of Tender No …………………….…… Dated ……………. Covering supply of ……………………………….. (Hereinafter called the said contract) entered into between the ………………………… ……………………….. (Hereinafter called the Supplier) and Chaudhary Ranbir Singh University, New Haryana (hereinafter called the CRSU). This is to certify that at the request of the Supplier, we …………………………… (hereinafter referred to as the Bank) do, as primary obligor and not merely as surety, hereby irrevocably, unconditionally and absolutely undertake against any loss or damage cause to or suffered or would be caused to or suffered by CRSU by reason of any failure of the Supplier to perform or omission or negligence to perform any part of his/their obligation, viz, the performance of the contract upto a period of 60 (sixty) days beyond the date of completion of the initial project period i.e. 7 years, to the satisfaction of the CRSU in terms of the contract.

2.   We ……………………………….. (the name of the Bank) do hereby undertake to pay the amount due and payable under this guarantee without any demur merely on a demand from the CRSU stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the CRSU by reason of any breach by the said supplier(s) or any of the terms and conditions contained in the said contract or by reason of the Supplier(s) failure or omission or any part thereof. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee, which shall not be considered as satisfied by any intermediate payment or satisfaction of any part of or obligation hereunder. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. ……………………

3.   We undertake to pay the CRSU by amount so demanded by the CRSU, notwithstanding:

    (i)   any dispute or difference between the CRSU or the Supplier or any other person or between the Supplier or any person or any suit or proceeding pending before any court or tribunal or arbitrator relating thereto; or
    (ii)   the invalidity, irregularity or unenforceability of the contract; or
    (iii)   any other circumstances which might otherwise constitute discharge of this Guarantee, including any act or omission or commission on the part of the CRSU to enforce the obligations by the Supplier or any other person for any reason whatsoever.

4.   We ………………………………………………………… (the name of the Bank) further agree that the guarantee herein contained shall be continued one and remain in full force and effect

during the period that would be taken for the performance of the said Agreement till termination of initial project period and that it shall continue to be enforceable till all the due of the CRSU under or by virtue of the said agreement till termination of initial project period have been fully paid and its claims satisfied or discharged or till CRSU certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said Supplier(s) and accordingly discharges this guarantee.

5.   We ………………………………………………………… (the name of the Bank) hereby agree and undertake that any claim which the bank may have against the Supplier shall be subject and subordinate to the prior payment and performance in full of all the obligations of the Bank hereunder the Bank will not without prior written consent of the CRSU exercise any legal rights or remedies of any kind in respect of any such payment or performance so long as the obligations of the Bank hereunder remain owing and outstanding, regardless of the insolvency, liquidation or bankruptcy of the supplier or otherwise howsoever. We will not counter claim or set off against its liabilities to the CRSU hereunder any sum outstanding to the credit of the CRSU with it.

6.   We ………………………………………………………… (the name of the Bank) further agree with the CRSU that the CRSU shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Supplier(s) from time to time or to postpone for any time or from time to time and of the powers exercisable by the CRSU against the said Supplier(s) and forbear or enforce any of the terms and conditions relating to the said agreement, we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contract(s) or for any forbearance, act or omission on the part of the CRSU or any indulgence by the CRSU to the said supplier(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6.   This guarantee will not be discharge due to the change in the constitution of the Bank or the Supplier(s).

7.   We ………………………………………………………… (the name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the CRSU in writing.

The disputes relating to this Bank Guarantee shall be resolved as per terms and conditions of the contract.

Signed on the _____ day of _____

Signature:……………………………………………..

For …………………………………………………….
(indicate the name of the Bank)
Witness:………………………

<div align="center">**Annexure - 7**</div>

<div align="center">**SERVICE LEVEL AGREEMENT (SLA)**</div>

<div align="center">**(This is just brief overview of SLA document. Detailed document will be prepared by bidder on the basis of this Annexure.)**</div>

Service Level Agreement (SLA) is the contract among the Chaudhary Ranbir Singh University, JindHaryana (CRSU) and successful bidder for executing the Web Based ERP/ University Management System (UMS). SLA defines the terms of the Bidder's responsibility in ensuring timely implementation and satisfactory performance of the ERP Project based on the agreed Performance Indicators as detailed in the Agreement. Penalties are not meant to be punitive. The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. This section defines various Service Level Indicators for this Project.

1. Implementation Phase
The Table below summarizes the Indicative Performance Indicators for the services to be offered by the bidder. This is not an exhaustive list. A complete Service Level Agreement will be made with the successful bidder at the time of signing the contract.

<div align="center">**T in the following points means the Date of Award of Work.**</div>

1.a)   System Study: Study the processes of CRSUniversity functioning and detailed assessment of functional requirements for SRS preparation for ERP

Baseline Metric	T + 2 Months
Lower Performance Metric	T + 3 Months
Violation of SLA	More than T + 3 Months
Penal Action in case of Violation of SLA	Warning letter may be issued and a meeting with authorities above the Project Manager in the Bidder's organization may be called. However, If the duration for execution of the activity extends beyond T+5 Months, it may lead to contract termination.
Basis of Measurement	Submission of a detailed System Study document, SRS report and architecture of the proposed model.

1.b)   Software Development of proposed System

Baseline Metric	T + 8 Months
Lower Performance Metric	T + 9 Months
Violation of SLA	More than T + 9 Months
Penal Action in case of Violation of SLA	Warning letter may be issued and a meeting with authorities above the Project Manager in the Bidder's organization may be called. However, If the duration for execution of the activity extends beyond T+13 Months, it may lead to contract termination.
Basis of Measurement	Demonstration of development of different Module on regular intervals.

1.c)   Deployment, Testing, Physical Data Entry, and Go live

Baseline Metric	T + 12 Months
Lower Performance Metric	T + 13 Months
Violation of SLA	More than T + 13 Months
Penal Action in case of Violation of SLA	Warning letter may be issued and a meeting with authorities above the Project Manager in the Bidder's organization may be called. If the duration for execution of the activity extends beyond T+14 Months, penalty at the rate of 0.5% per week of delay on the total values of work (excluding the AMC cost) may be imposed. If the duration for execution of the activity extends beyond T+16 Months, it may lead to contract termination.
Basis of Measurement	This service level can be measured in terms of the User Acceptance Reports.

1.d)   Onsite Technical Training of ERP to all types of User (faculty, officers, staff, student etc.)

Baseline Metric	All the trainees have been imparted training on respective ERP modules within 15 days from the date of **Go-live.**
Lower Performance Metric	All the trainees have been imparted training on respective ERP modules within 30 days from the date of **Go-live.**
Violation of SLA	More than 30 days from the date of **Go-live.**
Penal Action in case of Violation of SLA	Warning letter may be issued and a meeting with authorities above the Training Manager in the Bidder's organization may be called. If the duration for execution of the activity extends beyond 30 days from the date of **Go-live**, penalty at the rate of 0.5% per week of delay on the total values of work (excluding the AMC cost) may be imposed.
Basis of Measurement	N. A.

2. Post Implementation Phase

2.a)   Measurement of SLA: The Measurement of SLA parameters shall be decided by CRSU Jindwhich will be binding on the bidder. **However, bidder should submit indicative SLAs along with their technical proposal.**Bidder has to provide necessary monitoring software for SLA Monitoring. The followings must be reported through the SLA Monitoring tool:
  ➢ Availability of the Critical functionalities of the Application
  ➢ Complete details including the resolution time of all call logged at Helpdesk
  ➢ Proper call monitoring process.
  ➢ Progress reports
  ➢ Details of change requests

2.b) Violations and Associated Penalties: The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.

> **VERY HIGH Level Issues:** Major system failure which has an immediate critical impact on the CRSU's ability to perform its duties, inability to perform office functions. For example, the non-availability of complete Web Based ERP/ University Management System (UMS). Penalty applicable for each of the VERY HIGH severity violations is 5.0% of respective quarterly payment to the bidder.

> **HIGH Severity Level Issues:** Major Component failure which has an immediate impact on one or more departments / sections of CRSU to perform its duties, inability to perform office functions. For example, the non-availability of some module or sub-module of the Web Based ERP/ University Management System (UMS). Penalty applicable for each of the HIGH severity violations is 2.0% of respective quarterly payment to the bidder.

> **MEDIUM Severity Level Issues:** Minor component failure which has an impact on the ability of some section / department of CRSU to perform its duties that while not immediate, but can cause service to degrade if not resolved within reasonable time frames. For example, the non-availability of some specific functionality within a module or sub-module of the Web Based ERP/ University Management System (UMS). Penalty applicable for each of the MEDIUM severity violations is 1.0% of respective quarterly payment to the bidder.

> **LOW Severity Level Issues:** Component Failure not causing virtually any significant impact on CRSU's ability to operate significant daily critical back-office functions. Penalty applicable for each of the LOW severity violations is issuance of warning letter to the bidder.

The number of violations in the reporting period for each level of severity will be totalled and used for the calculation of Penalties. It is to be noted that if the overall Penalty applicable for any of the review period during the currency of the contract exceeds 25% or if the overall penalty applicable for any of the successive quarter periods during the currency of the contract is above 15% then CRSU shall have the right to terminate the contract. Total penalty will not exceed 20% of the value.

This service level will be monitored on a monthly basis. The below tables give details on the Service Levels, the bidder (system integrator) should maintain:

(i) Functionality of ERP Modules

> **VERY HIGH Level Issues** shall be resolved within 6 business hours from the time of reporting.
> **HIGH Severity Level Issues** shall be resolved within 8 business hours from the time of reporting.
> **MEDIUM Severity Level Issues** shall be resolved within 48 Hrs. from the time of reporting.
> **LOW Severity Level Issues** shall be resolved within 96 hours from the time of reporting.

Each instance of non-meeting this service level will be treated as 01 (one) violation.

(ii) Unauthorized access, usage, theft and loss of university data: Bidder has to provide 100% fail-proof mechanism to prevent unauthorized **access, usage, theft and loss of university's data** by any means by anyone related to Bidder.

Severity of Violation: Very High

This service level will be monitored on a monthly basis.

Each instance of non-meeting this service level will be treated as 01 (one) violation and may lead to termination of contract.

(iii)   **Customer Support Performance:** The scheduled operation time for the online support will be 24*7(as per the University requirement) during warranty and AMC period.

Severity of Violation: Medium

This service level will be monitored on a monthly basis.

Each instance of non-meeting this service level will be treated as 01 (one) violation.

(iv)   **Technical Documentation:** Upto-date documentation of the design, modifications, enhancements, and fixes.

Severity of Violation: Medium

This service level will be measured on a quarterly basis.

Each instance of non-meeting this service level will be treated as 01 (one) violation.

(v)   **Reporting:** Provide monthly SLA compliance reports, monitoring and maintenance related reports by the 5th of the following month.

Severity of Violation: Medium

This service level will be monitored on a monthly basis.

Each instance of non-meeting this service level will be treated as 01 (one) violation.

Date: _____   Signature of the Bidder with seal

Name: _____

Annexure – 8

(Format for declaration which shall be uploaded as last page of the bid document)

DECLARATION

(To be furnished by the Bidder on company's Letter Head)

I / we hereby solemnly declare and affirm that the above documentary evidences / declarations are true and correct to the best of my / our knowledge and belief. No part of it is false and nothing has been concealed therein.

Date: _____

Signature of the Bidder with seal

Name: _____