Tender Documents

For

- 1. Establishing, Developing, Porting, Customizing, Implementing, Operating And;
- 2. Handover/Transfer of Implemented Technology alongwith Hardware & Software Source Code

OF

"End to End Web based Affiliation"

For

SHREEMATI NATHIBAI DAMODAR THACKERSEY WOMEN'S UNIVERSITY, MUMBAI

Ref No: Software/2021-22/TSAffi/03

Date of Issue: 06/01/2022

Last date of Submission: 20/01/2022

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Contact Details:

Tender Authority:SNDT Women's University, MumbaiContact No:022 22091577

1. Invitation of TENDER

E-Tender Notice No. : Software/2021-22/TSAffi/03 dated 06.01.2022.

SNDT Women's University, Mumbai invites Online Request For Proposal (RFP) for "Porting, Establishing, Developing, Customizing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management, with **takeover/transfer of Implemented Technology with Hardware & Software Source Code**".

- 1. VENDORS having experience of successfully execution similar projects are invited.
- 2. The detailed TENDER document is available at UNIVERSITY website sndt.ac.in The TENDER shall be submitted along with the necessary supporting documents and Tender Document fee of Rs.10,000/- (Non-refundable) with EMD fee of Rs.1,00,000/- only (Refundable for unsuccessful bidder) as per the date and time mentioned in the document.
- 3. This TENDER document contains the scope of work, qualifying requirements, terms and conditions, forms and procedure for submission of proposal for interested Organizations.
- 4. The Bidder submits a detailed technical and financial proposal (Two BID System) for the objectives set forth in this TENDER document.
- 5. UNIVERSITY reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained.
- 6. Please visit UNIVERSITY website at https://mahatenders.gov.in contact the undersigned for more technical details:

Note: In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice–Chancellor, **SNDT Women's University, Mumbai** and the same will be governed by the provision of Arbitration act 1940 in Mumbai.

Registrar SNDT Women's University, Mumbai

2. Tender Schedule

"Porting, Establishing, Developing, Customizing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management, with optional takeover/transfer of Implemented Technology with Hardware & Software Source Code ".

With reference to above, the SNDT Women's University has decided to invite online tenders for "Porting, Establishing, Developing, Customizing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management" in view of atomization of University Affiliation Section.

The Tender document and its supporting are available on <u>www.mahatenders.gov.in</u> between 10.00 am to 6.00 pm from 06.01.2022 to 20.01.2022.

Tender Reference No	Software/2021-22/TSAffi/03
Form Fees Rs.	Rs. 10,000/- through online mode
Earnest Money Deposit (EMD)	Rs. 1,00,000/- through online mode
Tender Uploaded on	Date : 06.01.2022 at 10.30 am
Tender available period	From : 06.01.2022 from 10.30 am To : 20.01.2022 till 6.00 pm
Contact Officer	The Register, S.N.D.T. Women's University, 1, N.T. Road, New Marine line, Churchgate , Mumbai- 400 020.
Period for submission of Tender, Tender application Payment Receipt, EMD payment Receipt with tender related document	Tender available from 06.01.2022 till 20.01.2022 up to 6.00 pm
Last date for submission of tender	20.01.2022 till 6.00 pm
Tender opening date	25.01.2022 at 11.00 am
Tender pre-bid Meeting (no doubt or complaint will be considered after this date.)	14.01.2022 at 11.00 am
Tender validity period	120 Days
Tender opening place	The office of the Register S.N.D.T. Women's University, 1, N.T. Road, New Marine line, Churchgate, Mumbai -20,

General instructions:

- 1. **SNDT Women's University, Mumbai** INVITES ONLINE TENDERS for "Establishing, Developing, Customizing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management, with takeover/transfer of Implemented Technology with Hardware & Software Source Code ".
- 2. SNDT Women's University, Mumbai reserves the option of taking over the implemented & developed technology and shall be entirely at the discretion of the UNIVESITY though vendors need to mention the charges in the financial bid.
- Interested Tenders may download further information and inspect the Tender Documents from <u>https://mahatenders.gov.in</u> If any contactor have any query regarding e-Tender, they may contact Call On 0120-4001 002/ 0120-4001 005 / 0120-6277787
- 4. All Tenders must be accompanied by an Earnest Money Deposit (EMD) for an amount of Rs. 1,00,000/- should be paid online only by using Debit Card/Credit Card/Net Banking /RTGS /NEFT. In case of any exemption, Exemption Certificate should be uploaded online in the Technical Envelope-I. Tender accompanied by Cheques/Cash/DD/ Pay Order or without EMD will not be considered and will be rejected out rightly.
- 5. **SNDT Women's University, Mumbai**, will not be responsible for any costs or expenses incurred by Tenders in connection with the preparation for delivery of Tenders, including costs and expenses related to visits to the site of **SNDT Women's University, Mumbai**.
- 6. The tender will be in two Envelope, Envelope-I will contain technical bid, Envelope-II will contain price bid.
- 7. Last date for submission of Technical & Price Bid is 20.01.2022 at 18.00 hrs.
- 8. Bid of Technical Envelope-I will open on 25.01.2022 at 11.00 a.m.

3. Tender Submission Procedure

3.1. All eligible / interested Bidders are required to be enrolled on portal https://mahatenders.gov.in before downloading tender documents and participate in e-tendering. Bidders are requested to contact on following telephone numbers for doubts/ information/ difficulty regarding online enrolment if any.

Contact Nos :

- 3.2. Bidders should submit the document related to tender by online mode. The bidders who wish to submit the payment of EMD by way of RTGS/NEFT should pay the same in two working days in advance before the last day of bid preparation. Cost of tender form of Rs.10,000/- (all taxes inclusive) should be credited in to UNIVERSITY account by online payment gateway, before opening of the Technical Bid otherwise Bidders cannot participate in e-tendering.
- 3.3. Other instructions can be seen in the tender form. All or any one of the tender(s) may be rejected by competent authority without giving any reason whatsoever.
- 3.4. Earnest Money Deposit: Rs. 1,00,000/- (Rupees One Lac Only) through Online Payment via net banking mode by Electronic tendering system of Government Maharashtra which is available on the Portal https://mahatenders.gov.in

However, these are only broad level details and bidders are advised to refer https://mahatenders.gov.in for further details about the e-Tendering process. For queries related to e-Tendering Portal, <u>https://mahatenders.gov.in</u>, kindly contact on Call On 0120-4001 002/0120-4001 005 / 0120-6277787

3.5. Blank Tender Forms

Tender Forms can be purchased from the e-Tendering Portal of Government of Maharashtra i.e. <u>https://mahatenders.gov.in</u> after paying Tender Fees by Online Gateway as per the Tender Schedule.

3.6. Guidelines to Bidders:

To operate on the Electronic Tendering System of Government of Maharashtra, the computer System of the Contractors is required be set up. The Contractors are required to install Utilities available under the section Mandatory Installation Components on the Home page of the System.

The Utilities are available for download freely from the above mentioned section. The Contractors are requested to refer to the E-Tendering Toolkit for Bidders available online on the Home page to understand the process of setting up the System, or alternatively, contact the Helpdesk Support Team on information / guidance on the process of setting up the System.

4. Instructions to Vendors

- 4.1. Bidder / Agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- 4.2. The complete bidding document has been published on https://mahatenders.gov.in for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Tendering) subject to the submission of required tender / bidding document fee and EMD.
- 4.3. Bidders who wish to participate in this bidding process must register on <u>https://mahatenders.gov.in</u>

5. Pre-Qualification Criteria (Eligibility)

Qualification Criteria

UNIVERSITY invites Tender from experienced Software Solution & Services Provider Organizations (henceforth, will be referred to as Vendor/Bidder) with track record in e-solutions, Software Development, Customization, Maintenance, Management and User support with Porting, Onsite Establishing, Developing, Implementing, Operating and optional Transfer of e-solutions preferably with expertise in "End to End Web based Affiliation" with the following Terms of Reference (TOR).

Following are the general Criteria for the vendors to assess and fancy their chances of getting eligible for the next stage. **Section 9 Evaluation of Tender** shall decide the final eligibility and marks scored by the bidder.

- 5.1 The Bidder shall be a single entity, registered as a Company, under The Companies Act 2013 in India and should have prominent presence in existence in Maharashtra.
- 5.2 The Bidder preferably should have executed two assignments of e-solutions for Government, Semi Government, Government established Universities / Institutions with Devnagari Language Interface.
- 5.3 The Bidder should have the presence in Indian IT Market preferably from the last 10 years with registered Office and logistics facility for easy access and availability of upgrades in India to ensure the proper Web-end/Back-end support for smooth Implementation/Execution along with post- Implementation/Execution Operational Support.

- 5.4 The Bidder should have experience of preferably more than 5 years in e-solutions, Software Development, Customization, Maintenance, Management and User support with Onsite Porting, Establishing, Developing, Implementing, Operating and Transfer of e-solutions preferably with expertise in "End to End Web based Affiliation"
- 5.5. The Bidder should have experience of preferably 5 Government, Semi Government, Government established Universities / Institutions in e-Solutions and Services in the areas such as online Academic Solutions / Educational / Examination related Software, Process Management, Recruitment and related Software solutions in India.
- 5.6 The Bidder preferably should have expertise of working / providing Software services to Software Development, Customization, Maintenance, Management and User support with Onsite Porting, Establishing, Developing, Implementing, Operating "End to End Web based Affiliation" related work of at least 1 state owned Universities within State of Maharashtra/India.
- 5.7 The Bidder should be capable of delivering all the required modules of the system. No Subcontracting will be allowed.
- 5.8 Following certificates/ documents are required:
 - I. Incorporation Certificate
 - II. Self attested copy of PAN
 - III. Self attested copy of GST Registration
 - IV. GST No Dues certificate
 - V. ISO 9001 & ISO 27001 Certification or SEI CMMi Level 3
 - VI. Include all other certificates /documents mentioned in the Technical bid preparation document, Commercial bid document, Evaluation table .
 - VII. Solvency certificate from Bank (which should not be older than 3 months from the date of tender) .
- VIII. Technical bid table in the given format.
- IX. All other necessary documents and certificate, if any
- X. Notarized affidavit on Rs.100 stamp paper (self-attested) for not being black listed or debarred by...... (refer affidavit format on page no)
- XI. Declaration by the contractor proforma (page no)
- XII. Tender letter proforma (page no)
- XIII. Form B (page no)
- XIV. Form C (page no)
- 5.9 The Desirable Turnover of the Bidder should be more than Rs. 1 Crore for any of three out of five financial years (FY 2016-17, 2017-18, 2018-19, 2019-20, 2020-21) which should be authorized by CA certificate indicating it should be attached

- 5.10 The Agency should neither be blacklisted by any Government, Semi Government, Government established Universities / Institutions nor debarred from bidding. Notarized affidavit is to be submitted on Rs.100 stamp paper (self-attested).
- 5.11 All the above claims by the Bidder should be supported by authentic documents and Verifiable Certificates.

Agency May need to:

- Demonstrate in detail the Similar System Implemented/used at other State Owned Universities preferably in the state of Maharashtra
- give the detailed presentation indicating the flow of work / methodology of execution / implementation, duration of completion of the work etc
- Provide Any other details as required by the University

Sr. No.	Point No.	Particulars	Criteria	Documents to be submitted with technical bid	Page No. From To	Remarks
1		Bidder/Registrat ion	Bidder should be a registered Public Itd / Pvt Itd Company	Certificate of Incorporation • Proprietorship Certificate • Partnership Deed • Any other document to justify		
2		Prior similar experience	The Bidder should have preferably executed minimum of two similar projects including operating/ support/ service for at least one state owned universities, Private Universities, in Maharashtra	Purchase Order/ Work Orders / experience certificate from the authorized signatories		
3		Blacklisting for fraudulent practices	The organization should not have been blacklisted for fraudulent practices by any of its clients, central / state / UT / Government /University	Affidavit On Rs. 100 Stamp Paper as per given format stating that the organization has not been blacklisted by Central/State/UT Government / University has not been charged for any Fraudulent activity.		

Table 1. : Technical Bid Preparations Documents

	Organization	Organization Credentials	Organization should be in	
	Credentials		the business for at least 5	
4	including financial		years. The Bidder should	
4	credentials,		have valid GST, Income tax certificates. ITRs, CA	
	Turn Over &		Certificates, Work Orders	
	Work Order etc		etc	
	Experience	Professionally Qualified,	Details of team members	
		Experienced project managers, technical	having more than 5 years	
		managers Available with	work experience in the	
5		the organization	technology and	
			preferably In the	
			academic industry.	
			Details should be genuine	
	Declaration of	Declaration of	Declaration of contractor	
	contractor	contractor	on letter head as per	
6			given format in the	
			tender document	
	Tender Fee of	Online through E-		
	Rs.10,000/-	transfer		
7	(Rupees Ten	Available on tendering		
	Thousand Only)	portal.		
	EMD of	Online through E-		
	Rs.1,00,000/-	transfer Available on		
8	(Rupees One	tendering portal.		
	Lac Only)			
9	Affidavit	As per Tender		
		Document		
	Declaration Of	As per Tender		
10	The	Document		
	Contractor Form A	As per Tender		
11		Document		
4.2	Form B	As per Tender		
12		Document		
13	Form C	As per Tender		
15		Document		
14	Proforma – I	As per Tender		
	Proforma – II	Document		
15	Protorma – II	As per Tender Document		
10	Appendix A	Commercial Format		
16	1. 1. 2			

6. General Conditions

- 6.1 This Invitation for Bids is open to all bidders. Attempts are made to accommodate the genuine software solutions & services provider agencies based on Quality and Cost considerations. Accordingly weighting to the marks are defined in the selection criteria.
- 6.2 Selection of Bidder will be made purely on merit, past experience and reputation as per Quality-cum-Cost-Based Evaluation Method. As the work to be entrusted is of very sensitive and important nature, merely quoting lower rates will not make the Bidder eligible for selection.
- 6.3. There should be no overwriting in the bidder's offer. If required, striking out entries and writing afresh the bidder can make corrections. The initials of the bidder's authorized person and the seal of the bidder's company must verify each correction. All rates given in this tender must be expressed as Unit Price as stated in Appendix. After award of the contract, if the bidder does not perform the work satisfactorily or delays the execution of the contract, UNIVERSITY reserves the rights to cancel contract and get the balance contract executed by another party of its choice. In such case, no payment shall be remitted to the bidder and his EMD shall be forfeited.

6.4 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and the University will in no case be responsible or liable for these costs.

6.5 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

6.6 Period of Validity of Bids

Bids shall remain valid for 90 days after the date of bid opening prescribed by the University. A bid valid for a shorter period shall be rejected by the University as non-responsive.

6.7 Contacting the Purchaser

No Bidder shall contact the University on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.

6.8 University's Right to Accept Any Bid and to Reject Any or All Bids

The University reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders. The Option of Transfer (Handover and Takeover) of the Developed Technology is reserved with the University. The University may exercise its right to take over the Developed Technology at any stage on mutually agreeable conditions.

6.9 Authorized Signatory:

The 'Applicant' mentioned in the TENDER document shall mean the one who has signed the TENDER document form. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative. All the sheets and the forms submitted by the vendor shall be signed by the person/persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp.

6.10 Signing of Contract

At the same time as the University notifies the successful bidder that its bid has been accepted, the University will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract and return it to the University. If bidder fails to do the same, his EMD will be forfeited and next bidder will be called for agreement.

6.11 Delays in the Supplier's Performance

Delivery of the system shall be made by the Supplier in accordance with the time schedule specified by the University. If at any time during performance of the Contract, the Supplier should encounter conditions impeding timely delivery of the system components. The Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the University shall evaluate the situation and may, at its discretion, extend the Supplier's time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

6.12 The successful bidder has to train the University's designated staff for the Operation free of cost.

6.13 Deliveries and Completion:

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

7. Help Desk, Time Line & Terms of Payment:

Dashboard and Management Information System (MIS)

The solution should also have a provision for making Dashboards (real – time) / MIS reports available to appropriate authorities at any point in time for efficient tracking and decision making.

Help Desk Support:

- I. The bidder would be responsible for providing Help Desk Support
- II. The bidder should arrange for the necessary physical and IT infrastructure along with setting up the Help Desk
- III. The help Desk should be functional on all working days from 10:00 AM to 5:30 PM
- IV. An online ticketing system needs to be developed to log the incidents and queries and track timely evaluation of the same
- V. The application should generate detailed reports on status of the complaints logged

The Help Desk shall guide the	The resource should have work experience as helpdesk support.
University officials as well as	Should have working knowledge of IT Service desk.
Applicants on effective usage of the	 Proficient in MS office and Internet Based Project Management
system Help Desk Support Resource	Effective verbal communication skills (English, Marathi and Hindi)
Qualification & Experience	

Training

The successful bidder must provide the training and documentation for all the stake holders & users of the system across the University Jurisdiction by preferably by virtual methods.

The following activities need to be performed by the bidder as part of Training Documentation:

- I. Defining overall training requirements in consultation with University.
- II. Preparation of training plan, schedule etc.
- III. Make provision of self-guided online training modules accessible over web or offline.
- IV. Plan and impart training for trainers.
- V. Documentation to be provided to University in electronic medium.
- VI. Based on the skills of the users, the bidder has to provide comprehensive training, recommend approach for the same.
- VII. Bidder is required to provide application software training to end user. The classroom trainings may be provided at taluka level / district level or as mutually decided by the bidder and University.

Data Collection and Migration

The bidder in collaboration of University is advised for master data collection, data entry and incorporation of the same in the system for all colleges and teachers under jurisdiction of University.

The successful bidder, under guidance of University, shall have to ensure data digitization / migration of data related to each of the existing colleges and teachers.

Timeline, Deliverable and Payment Schedule

The bidder will be responsible to Design, Develop/ Customize, Implement & Maintain post go-live end-to-end Affiliation for a period of 5 years within given timeframe from the issue of work order or MOU whichever is earlier.

Timeline and Deliverable

T = Date of Issue of Work Order/MoU

Sr. No.	<u>Stage</u>	Deliverables as per Financial Bid with Go-Live Considerations including Conduct System Study, Design, Customize, Procure, Supply, Integrate, Commissioning, Licensing, Configuration, Deployment of proposed solution etc	Time Line in Weeks
1	<u>Understand,</u> <u>Establish, Design,</u> <u>Development of Basic</u> <u>Soft Platform &</u> <u>necessary Web</u> <u>Foundation</u>	Arrangement of necessary computer systems, Scanners, printers etc, Procurement of Web Server, Landing Home Page, University Level Academic & Courses, Sanstha & Trust & Society Module, College Information & Profile Module, College Academic College Level Academic Modules, Issue of Login IDs to Colleges, Activating The Login IDs, Communication Module for Colleges and Teachers with Allotment and Activation of Login ID and passwords, SMS and e-posting facilities etc End to End Teachers Module - Web based online existing Teaching Staff Management System etc	T + 3
2	Affiliation System for New Colleges / Institutions, Extensions & Natural Growth	End to End Solution for Web based Affiliation System for New Colleges/ Institutions, Extensions & Natural Growth proposals with Application receiving, Login ID Allotment, Generation of Information Format for Various committees, LIC/LEC Management Module, Online Report Management System, Issuance of Acceptance and Rejection Letters etc	T+6
3	Continuation of Affiliation System for Existing Colleges / Institutions	End to End Solution for Web based Continuation of Affiliation System for Existing Colleges proposals with Application receiving, Generation of Information Format for Various committees, LIC/LEC Management Module, Online Report Management System, Issuance of Acceptance and Rejection Letters etc	T+8

7.1 Invoicing & Payment Terms

7.1.1 Payments

a) University shall not pay separately in advance any Establish & Mobilize Cost Towards Technology including Software and Hardware :

Cost of arrangement of necessary computer systems, Scanners, printers etc, Procurement of Web Server, System study and creation necessary secured web foundation and necessary web based solution needs to be expended by the agency itself.

and

- b) University shall pay only the charges as per the details mentioned hereunder and more specifically mentioned in the financial bid.
- c) The activity of Takeover/handover/transfer of developed technology is optional and solely at the discretion of University.
- 7.1.2 Quarterly Billing/Invoicing to Operate & Support Day-to-Day activities and Transfer of Implemented Technology for 20 Quarters (1 quarter of 3 months each) such as:

Recurring Customization Charges, Web Server Charges, Software Maintenance, Onsite Software Handling/Implementation Charges with Manpower, Communications System & Help Line Services including the Upgrade and Amendments of the Dynamic & Changing Elements of the system and Local onsite Operations, Support & Services Charges as mentioned in Financial Bid.

Quarterly Bills/invoices of Day to Day operations towards Maintenance, Help Desk, Necessary Support, Maintenance and Updating of Basic Soft Platform & necessary Web Foundation shall be generated on Quarterly basis for 20 Quarters after the effective date of MOU/Agreement between University and Successful Agency.

7.1.3 University shall pay/release the bills/invoices within 3 week of receipt of Invoices from Agency.

7.1.4 Deductions: Any payment that may be made to the bidder in respect of the supply of the material/services in terms of the tender will be subject to the deduction of taxes applicable at source at the rate in force from time to time. Any other deductions as University deems so (as per the agreed deductions clauses in MOU / Tender Document) shall be deducted/adjusted in the current yet-to-pay pending invoices with University and the blanket permission from the bidder is assumed.

8. Prices and Taxes:

- 8.1 Prices quoted by the Bidder should remain same during the contract period.
- 8.2 Prices quoted by the Bidder should be inclusive of all types of taxes, Octroi, GST etc., excluding GST or any such equivalent Tax as may be implemented by Government in future with the delivery at UNIVERSITY. The rates should be quoted inclusive of supply, installation, commissioning, acceptance and delivery as per schedule.
- 8.3 There shall not be any revision or escalation in the mutually agreed price during the period of contract.

Submission of Tender:

For the purpose of selection of the bidder, a two-stage bidding process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid and Commercial Bid, which must be submitted in separate sealed envelopes.

Technical bid should contain documents as per Table 1. : Technical Bid Preparations Documents. Commercial part will be opened provided technical bid is found satisfactory.

Commercial bid should contain price as per format **Commercial format (Appendix A)** mentioned in the Tender form, duly filled and signed by the authorized person. The bidder is advised to fill-up all the columns in the commercial bid and not keep any column unquoted.

Sr.	Criteria / sub	Basis of Valuation	Maximum	Bidders	University	Supporting
	-		Marks		Revaluation	Documents
No.	Criteria (A)	(B)	IVIdIKS	response	Revaluation	
				W.r.t		(E)
				column (C)		
1	The Desirable	<u><</u> 1cr = 1 Mark	5			1.1 Audited
	Turnover of the	>1cr but <u><</u> 3 cr = 3				financial
	Bidder should be	Mark				
	more than Rs. 1					stateme
	Crore for any of	> 3 cr = 5 Mark				nt
	three out of five					OR
	financial years					Certifica
	'					te
	(FY 2016-17,					authoriz
	2017-18, 2018-					ed by CA
	19, 2019-20,					, certificat
	2020-21) which					e
	should be					indicatin
						g it

9. Evaluation of Tender

2	Years of existence		5		2.1 Copy of
	of the sole bidder	,			Certificate
	or in case of	mark			of
	consortium				Incorporati
	presence in Indian	<u>></u> 6 and < 10 yrs: 3			on signed
	IT Market	mark			by
					Authorized
		<u>></u> 10 years : 5			Signatory
		mark			of the
					Bidder/
		ii. For Consortium			Lead
		: a. Lead Bidder :			Bidder.
		1 to 5 years:1			
		mark			
		> 6 and < 10 yrs: 2			
		<u>></u> 6 and < 10 yrs: 2 mark			
		IIIdIK			
		<u>></u> 10 years : 3			
		<u>-</u> 10 years . 5 mark			
		mark			
		B. Consortium			
		partner			
		F			
		<u>></u> 3 and < 10 yrs: 1			
		, mark			
		<u>></u> 10 years : 2			
		 mark			
3	Net Worth/	< 50 lac = 01 mark	5		3.1
	Liquidity of				Certificate
	Organization /	<u>></u> 50 lac < 2 cr =			of
	Directors/	03 marks			Chartered
	Partners/				Account
	Proprietors/	<u>></u> 2 cr = 05 mark			necessary
	Owner set c				
L					

4	Experience of working with number of Govt, Semi govt Universities in resolution & services related to academic, process management related software	1 to 2 nos = 1 mark 2 to 4 nos = 3 marks ≥5 nos = 5 marks	5		4.1 Work Order from the concerned institutions /organisati ons
5	Number of Employees on the payroll of Bidder as on 30 th September 2021	≥5 and < 15 = 1 mark ≥15 and < 25 = 3 mark ≥25 = 5 mark	5		5.1 Self- attested letter on Bidder's letter head with seal and signature of authorized signatory
6	Experience in terms of years working with Govt, Semi government, Universities	1 to 2 years = 1 2 to 4 years = 3 ≥5 years = 5	5		6.1 Experience Certificate from the concerned institutions /organisati ons
7	Number of Government Universities in Maharashtra where similar solutions are provided	Only 1 University = 5 mark 2 Universities = 10 mark 3 or More than 3 = 15 mark	15		 7.1 Client experience certificate & work order of the projects
8.	Number of Academic Cycles for which similar solutions are provided to the Government Universities.		15		8.1 Client experience certificate of the projects

9.	Certificates	SEICMMI level 3 - 5	5		9.1 Copy of
		marks			Certificates
		Or			
		ISO certification 9001 - 2 mark 2700 1- 3 mark			
	Grand Total		65		

10. Other Terms

1. Cancellation of Contract:

In case of any breach of any terms and conditions by the successful bidder / contractor, UNIVERSITY reserves the right to cancel the agreement by giving 7 days notice to the Bidder.

2. Liquidated Damages

If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the University shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% per week of the value of undelivered price of the Goods or unperformed Services limited to 05% of value of services requisitioned. Once the maximum is reached, the University may consider termination of the Contract.

3. Termination for Default

The University may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or part at risk & cost of defaulting Supplier:

- **a.** If the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the University, or
- **b.** If the Supplier fails to perform any other obligation(s) under the Contract, or
- **c.** If the Supplier, in the judgment of the University has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- **d.** Source code of the product/software shall be the property of the University.

For the purpose of this Clause:

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

4. Warranty:

The Supplier warrants that the system supplied under this Contract are highly customized, of the most recent or current models and accepted at the final destination indicated in the Contract. The University shall promptly notify the Supplier in writing of any claims arising under this warranty.

Upon receipt of such notice, the Supplier shall, within the period specified in by the University and with all reasonable speed, repair or rectify the defects in the System or parts thereof, without cost to the University other than, where applicable, the cost of inland delivery of the repaired or rectify to the final destination. If the Supplier, having been notified, fails to remedy the defect(s) within the period specified, the University may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the University may have against the Supplier under the Contract.

5. Conditions during Warranty

The Bidder should fulfill following conditions during the warranty:-

- a) Catastrophic Failure: Catastrophic failure will be defined as total failure of System. Any such fault will be attended to and rectified by the Supplier within 12 hrs of reporting the fault, failing which University shall impose penalty to the Supplier as decided by the University.
- **b) Major Faults**: This will be defined as main part of System. Any such fault will be attended to within 24 hrs of reporting and rectified within 48 hrs, failing which University shall impose penalty to the Supplier as decided by the University.
- **c) Minor Failure**: This will be defined as failure of few parts of System and all accessories which will not affect the overall performance of the installed system drastically. Any such fault will be attended and rectified with seven days, failing which University shall impose penalty to the Supplier as decided by the University.
- 6. Maintenance: The supplier will accomplish preventive and breakdown maintenance activities to ensure that all Software/hardware/Unit execute without defect or interruption. If any critical component of the entire configuration is out of service for more than three days, the Supplier shall either immediately replace the defective unit or replace it at its own cost. The Supplier will respond and commence support within 48 hours of being notified of equipment malfunction.
- 7. Tenders received late, incomplete tenders and tenders not in conformity with our prescribed specifications, terms and conditions will be rejected. UNIVERSITY will not be responsible for postal delay, non-receipt / non-delivery of tender documents or loss of documents in transit.

8. Not-withstanding anything contained in the memorandum and/or articles of association of the party the Court situated at Mumbai will have the jurisdiction to deal and decide any matter arising out of the order.

I/We have read all the enclosed Terms and Conditions carefully and ready to accept and according to that I/We are submitting herewith the tender.

11. Selection Method

- 11.1 UNIVERSITY shall publish tender through an e-tendering site
- 11.2 The interested vendors may carry out the study of the requirements at their own cost, based on the Terms Of Reference (TOR) of UNIVERSITY.
- 11.3 The interested vendor shall submit a detailed Technical and Financial Proposal as per the tender document.
- 11.4 The technical proposals submitted by the vendor shall be evaluated by a Technical Evaluation Committee.
- 11.5 The short listed vendors will be required to provide detailed demonstration of similar types of works undertaken by them earlier, on specified date as will be decided by the University.
- 11.6 The financial proposal of the short-listed vendors will be evaluated by the Evaluation Committee formed by the authority of the UNIVERSITY.
- 11.7 In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice–Chancellor of University and the same will be Governed by the provision of Arbitration act 1940 in Mumbai.

Introduction:

SNDT Women's University, Mumbai is having its territorial limits covering Entire India with Approximately 200 Affiliated Colleges.

The University has contributed in many ways for economic, social and cultural uplifting of the society and tribal section in particular by offering quality education and administering academic activities.

The Registrar, **SNDT Women's University, Mumbai** invites Request For Proposal (RFP) by virtue of etendering process at <u>https://mahatenders.gov.in</u> from reputed Software Companies providing Solutions and Services with proven experience in design, development, customization of existing solutions, implementing, support, services and operations of the services as mentioned here under and more specifically in financial bid.

12. Brief Introduction and Scope of Work

General Requirement & Scope of Work:

The proposal should cater the following activities and should cover all the necessary process automation methods as mentioned more specifically in the financial bid.

Scope of Work:

- 12.1 Build & Provide necessary computer systems, scanners, printers, Understand, Porting, Establish, Design, Development, Web Enable with Hosting and Maintenance, Operate, Provide Necessary Software Services with Optional Transfer / Takeover of Implemented Technology with Hardware and Software Source Code the following activities:
 - a. Provide necessary Web Server, Develop basic Soft Platform and Establish necessary Web Foundation and provide necessary Computer Systems, Scanners, Printers etc.
 - b. Web enable Entire Affiliation Process
 - c. Provide Necessary Training & Guidance to the College/Teachers & University Authorities and other end users.
 - d. Provide necessary Help to users by virtue of Tele-Help & email facilities.
 - e. Operate & Provide the necessary day-2-day Services for handling section related offline / online activities, generate various reports/formats/information in desired formats. During the period of contract.
 - f. Build and optional Handover / Transfer the installed hardware and Developed System & Technology along with Software Source Code Install on Secured Web Server having ownership.
 - g. Offer these services with necessary space infrastructure provided by UNIVERSITY

		Module & Type of Service			
Sr. No.	Major Module	Sub-activities			
1	Understand, Establish, Design, Development of Basic Soft Platform & necessary Web Foundation	Arrangement of necessary computer systems, Scanners, printers etc, Procurement of Web Server , Landing Home Page, University Level Academic & Courses , Sanstha & Trust & Society Module, College Information & Profile Module, College Academic College Level Academic Modules , Issue of Login IDs to Colleges, Activating The Login IDs,			
		Communication Module for Colleges and Teachers with Allotment and Activation of Login ID and passwords, SMS and e-posting facilities etc			
		End to End Teachers Module - Web based online existing Teaching Staff Management System etc			
2	Affiliation System for New Colleges / Institutions, Extensions & Natural Growth	End to End Solution for Web based Affiliation System for New Colleges/ Institutions, Extensions & Natural Growth proposals with Application receiving, Login ID Alltment, Generation of Information Format for Various committees, LIC/LEC Management Module, Online Report Management System, Issuance of Acceptance and Rejection Letters etc			
3	Continuation of Affiliation System for Existing Colleges / Institutions	End to End Solution for Web based Continuation of Affiliation System for Existing Colleges proposals with Application receiving, Generation of Information Format for Various committees, LIC/LEC Management Module, Online Report Management System, Issuance of Acceptance and Rejection Letters etc			

Web Enabling of The Major Modules

12.2 Monitoring of Affiliated Colleges / Institutes -

12.3 The other requirements to be completed:

Web Content accessibility as per the guidelines of the Govt. Of India/ Maharashtra is expected.

System should be **HTML Compliant**, Web Compliant and mobile Compliant.

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

13. Period of Contract with Renew Option:

The period of contract shall be for 5 years from the date of MOU with renew option thereafter with mutually agreed Terms and Conditions.

14. Right to Termination & Exit

Either parties may exit the MOU by serving the other party a notice of not less than three months without giving any reason whatsoever.

The MOU can be terminated by either party giving the other party, a prior written notice of not less than three months of its intention to do so but without dishonouring any commitment entered into prior to the date of termination notice and no party shall leave its commitment unfinished which may result in tangible losses to the other party.

The MOU may also stand terminated for any reasons such as legal processes between UNIVERSITY & Successful Agency, acts of the State or similar such exigencies beyond the normal control of the party concerned and which disable any of the parties hereto from functioning further.

The MOU may be terminated by both parties by mutual consent.

Both the parties shall honour commitments made prior to the date of notice, complete the ongoing work to avoid major inconveniences or serious dislocations of the work of either party and shall settle any outstanding dues without recourse to compelling action, upon such termination.

Despite termination, the parties shall abide by the usual professional ethics and normal code of conduct to maintain the confidentiality of the information and intellectual property rights.

15. Intellectual Property Rights

The bidder shall explicitly and exclusively develop / customize / amend the software and/or its versions required for rendering the said software solution & services with and shall be transferring the technology by hosting on Web server. During the phase of Build and operations as such, the software code, whether compiled or un-compiled, in printed or electronic format, with software design logic including Database & Schema Design, graphical user interfaces (GUI) and their design, look and feel, are explicitly Intellectual Property of the Agency including the ownership at any given stage of Development / Customization/Implementation before the stage transfer of technology is achieved.

Once the stage of optional Takeover/Handover/Transfer of Developed Technology including Source Code / Web platform / framework / databases is achieved and all the invoices are received by the Agency the ownership shall be exclusively with University and it shall treated as the property of the University.

Each party hereby undertakes to inform the other party of any violation of Intellectual Property Rights and General Rights or its unlawful use, under prevalent laws of the land.

The data as received and generated in the Developed /Customized Applications and the content in any form shall be the property of the University and the bidder shall have right of access thereto only to the extent of and for performing its responsibilities. If any application/s for information is received by the Agency under The Right To Information Act regarding any of the said matters then, only University shall be responsible for replying since the property rights of the data and information are held by the University.

Further, each of the party herein, agrees to co-operate with the other to the extent possible in the process of investigating such cases of any violation of Intellectual Property Rights and General Rights or its unlawful use and taking legal action against the said infringement.

16. Confidentiality of Data

The Data generated through the process of implementation / usage will strictly be kept confidential and will not be shared be with any outside agency.

17. Technical & Security Audit Issues

Technical Requirements:

The successful bidder shall be responsible to adhere to all the technical requirements as mentioned in this section below.

- a. The Solution should be web-based application having centralized database and application server.
- b. The Solution should be compatible and be able to be integrated with various Open Source Standards and Technologies.
- c. The system's development environment and databases should not restrict Affiliation/Teachers Approval section from using the application or data in any future applications.
- d. The solution should support bilingual (English and Marathi) and should be UNICODE compliant supporting Screens, data entry, search facilities, reports etc.
- e. Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols.
- f. The solution should be browser, platform independent.
- g. The portal shall be accessible through mobile and other handheld devices like iPad; tablets etc. and the pages shall adjust suitably as per the device.

Please understand & fill-up the FORMS in next pages with utmost care

18. Pre Bid Clarifications & Queries

The bidders shall forward the queries regarding tender issues in the following format to the contact address at which the bids are to be submitted as well as the email id mentioned. The actions and response taken in regards to the queries will be web-published on https://dhe.maharashtra.etenders.in. These actions and response if any to the pre-bid queries shall stand as a valid and extended document of this RPF document.

Kindly note that telephonic queries shall not be entertained.

University Reserves all rights of pre-bid queries and responses and shall be not an obligation to consider any or reject all.

Contact Details to forward pre-bid queries:

Contact Details:

Tender Authority: SNDT Women's University, MumbaiContact No :022-2209 1577

:

Format for pre-bid queries

RPF No

Name of Organization :

Name of Authorized Person:

Postal Address of Organization

Telephone No:

Email ID

Sr. No.	Page No or Section details	Details of existing Text/Contents as per RPF	Expected changes / amendments
1			
2			
3			

19. Affidavit

(Executive Magistrate/Notary Public.)

Affidavit

l,							(Nam	e of Co	ntrac	ctor/
Authorized person), Aged abour	t	year	s, re	siding a	t					
	(Postal	Address)	do	hereby	swear	this	affidavit	that, I	am	the
proprietor/Partner of					(Name	of co	mpany/fir	rm) Reg	istere	ed at

I do hereby swear that, the documents submitted in envelope No. 1 of the tender document for the work of ______are true, correct and complete. I am not blacklisted in any organization. In case the contents of envelope No.1and other document pertaining to the tender submitted by me are found to be incorrect or false, I shall be liable for action under the relevant provision of Indian Penal Code and other relevant laws.

Signature of Authorised person

Applicant	/Contractor
Name	
Address	

Place :- _____ Date :- _____

E-mail ID	
Mobile No.	

20. DECLARATION OF THE CONTRACTOR

I/We hereby declare that I/we have made myself/ ourselves thoroughly conversant with the local conditions regarding all materials and labour on which I/we have based my/our rates for this tender. The specifications and lead of materials on this work have been carefully studied and understood by me/us before submitting this tender. I/we undertake to use only the best materials approved by the **Name of University** or his duly authorized representative before starting the work and to abide by his decision.

I/We hereby undertake to pay the labourers engaged on the work as per minimum wages Act 1948 applicable to the Zone concerned.

Signature of Contractor

21. FORM-A

TENDER Letter Performa

To, The Registrar, Name of University

Sub: Tender for selection of Agency for "Establishing, Developing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management, with takeover/transfer of Technology with Software Source Code "

The undersigned having read and examined in detail all the TENDER documents pertaining to your assignment-do hereby expresses the interest to do the work as specified in the scope of work in tender document and agreed to all terms and conditions as specified in the scope of work in tender document.

Sr. No.	Description	Response
1.	Name of the Vendor	
2.	Address	
3.	Name, designation of the person to	
	whom all references shall be made.	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	
7.	Fax No. (with STD code)	

I/We hereby declare that my/our TENDER is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking You,

Yours faithfully,

(Signature of the Applicant)	Witness by – Signature:
Name:	Name:
Designation:	Address
Seal:	Date:
Date:	Place

22. FORM-B

To, The Registrar, Name of University

Sub: Tender for selection of Agency for "Establishing, Developing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management with takeover/transfer of Technology with Software Source Code "

Sr. No.	Name and Address of University	Name and Contact No of Concerned Authority	Start Date of Assignment	End Date of Assignment	No of Academic Cycles Completed	Work Order / Certificate Attached [Y/N]
1.						
2.						
3.						

Note: Please also note that copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above. If required, you may to attach extra sheets.

23. FORM-C

DECLARATION BY VENDOR TO BE SUBMITTED ON NON-JUDICIAL STAMP PAPER Rs.100.00/- I/WE,

.....owner of representing

.....,

hereby solemnly declare & confirm that:

- (1) No employee or direct relation of any employee of UNIVERSITY, is anyway Connected as Partner/Share holder/ Director/ Advisor /Consultant/Employee etc. with the firm.
- (2) The information furnished is correct to the best of my knowledge and belief. If any information furnished by me is found to be false/ misleading, at any stage, my application/registration shall be liable for cancellation and forfeiture of EMD/Performance Guarantee/Security Deposit.
- (3) My/our firm has not been black listed by any institution of the Central/ State Government/any PSU/other institute etc. in the past.
- (4) I/We understand and authorize the UNIVERSITY to reserve the right to add/delete/alter any of the items to amend/add or any of the terms and conditions without assigning any reason (s) for the same.
- (5) The decision of the University shall be acceptable & binding upon me/us.

.....

(Signature of Proprietor/Partner /Chief Executive) Name : Date :

Place :

24. Proforma – I

DECLARATION regarding NON - Blacklisting

Date :

To, The Registrar, Name of University

Sub: Tender for selection of Agency for "Establishing, Developing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management with takeover/transfer of Technology with Software Source Code "

Dear Sir,

In	response	to	your	Tender	ref	No.	,	as	а
Pro	prietor/Dir	ector	r/Owne	er of M/S			I/We hereby	decla	re
tha	t our Compa	any is	s not bl	lacklisted l	by Go	vern	nent of India/Government of Maharashtra	or a	ny
oth	er state gov	ernn	nent/ur	nion territo	ory as	s well	as there are no criminal cases against co	mpar	۱y
anc	l any of the	boai	rd men	nbers.					

Also our Company is having clean legal records. Also there are no open legal cases / petitions in any of the courts / high courts related to our service.

Thanking you;

Signature of Authorised Signatory with Name, Designation & Seal

25. Proforma – II

BIDDER'S AUTHORISATION CERTIFICATE

To, The Registrar, Name of University

Sub: Tender for selection of Agency for "Establishing, Developing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management with takeover/transfer of Technology with Software Source Code "

Dear Sir,

_____ is hereby authorized to sign relevant tender documents on

behalf of the Company in dealing with Tender of reference

_____ dated ______. He is also authorized to

attend meetings and submit Technical and commercial information as may be required by you in the course of processing above said tender.

Thanking you,

The Specimen signature of the authorized person is as:-

AUTHORIZED SIGNATORY

Name :

Seal:

26. Commercial Bid format (Appendix A)

Name of University

Tender for selection of Agency for "Establishing, Developing, Implementing, Operating, Support & Maintenance of End to End Web based Affiliation Process, LIC-LEC Module, Online Report Management, with takeover/transfer of Technology with Software Source Code "

Name of Agency:

Understand,	Arrangement of necessary computer systems, Scanners, printers etc,
Establish, Design,	Procurement of Web Server , Landing Home Page, University Level
Development of	Academic & Courses, Sanstha & Trust & Society Module, College
Basic Soft Platform	Information & Profile Module, College Academic College Level
& necessary Web	Academic Modules , Issue of Login IDs to Colleges, Activating The
Foundation	Login Ids
Affiliation System	Find to Find Colution for Web based Affiliation System for New
Affiliation System	End to End Solution for Web based Affiliation System for New
for New Colleges /	Colleges/ Institutions, Extensions & Natural Growth proposals with
Institutions,	Application receiving, Login ID Allotment, Generation of Information
Extensions &	Format for Various Committees, LIC/LEC Management Module,
Natural Growth	Online Report Management System, Issuance of Acceptance and
	Rejection Letters etc
Continuation of	End to End Solution for Web based Continuation of Affiliation System
Affiliation System	for Existing Colleges proposals with Application receiving, Generation
,	
for Existing Colleges	of Information Format for Various committees, LIC/LEC Management
/ Institutions	Module, Online Report Management System, Issuance of Acceptance
	and Rejection Letters etc

27. Charges Towards the above mentioned activities:

Recurring Charges for

Sr. No.	Particular	Charges (In Rs.)
	Factor 1	
1.	One-Time Cost (Onetime Establishment charges for Design, Customize, Host, Implement Development of Solution with access to all concerned stake holders. This will also include charges related to Initial Web Server/Hosting/Training of the Application, Helpdesk set up etc.)	Rs per college ID Initially allotted by the system
2.	Factor 2Charges During Contract period of Yearly Operations/Handling and Support:(Recurring Customization, Operations, Helpdesk/ Support/Services, Maintain the database & solution for a period of 5 years to be mentioned explicitly)	Rs

Charges towards Optional Handover of Developed Technology to University

Sr.	Activity	Amount in INR (In figure and	Periodicity
No.		words)	
1	Transfer of Developed Technology with source code on the University Web Server with along with ownership.		One Time Charges

- 1. Above Charges should be inclusive of all taxes and excluding taxes. (GST Charges at actual)
- 2. The Bidder must quote all the columns mentioned above. Charges must be quoted/mentioned in Amount i.e. Indian Rupees (INR) that too in number & words Both.
- 3. The execution of activity of Transfer of Developed Technology with Source Code shall at the discretion of University.
- 4. Amount mentioned in Words shall be considered if amounts mentioned in Number and Words differ.
- 5. It is assumed that the bidder has understood the above method of indicating and mentioning the charges.
- 6. No overwriting is allowed in the financial bid.
- 7. No condition of minimum colleges/ transactions shall be entertained.

Signature and Seal of the Bidder

***End to End ***