

**Request for Proposal (RFP)**  
**for**  
**Choice-Based Credit System (CBCS) based**  
**Examination Data Processing (EDP) Application**  
**and**  
**Implementation of New Education Policy – 2020**

**Ref No: DSPMU/G/506/21**

**Date of Issue: 01.11.2021**

**Last Date of Submission: 30.11.2021**



**DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY**  
**(Following Upgradation of Ranchi College, Ranchi, under RUSA Programme, Component-I)**  
**Ranchi, Jharkhand.**

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# **1. INVITATION OF REQUEST FOR PROPOSAL (RFP)**

Dr. Shyama Prasad Mukherjee University, Ranchi (hereinafter referred to as DSPMU, Ranchi) invites Request for Proposal (hereinafter referred as RFP) from reputed software consultancy firms for Supply, Design, Development, Customization, Integration, Testing, Training, Implementation and 5 years on-site Comprehensive Warranty Maintenance and Support of Tailor-Made Examination Data Processing Application including Disaster Recovery for DSPMU, Ranchi.

The Examination Data Processing (EDP) solution should be capable of handling admission, CBCS based examination pattern, results, data migration from legacy applications and various others. It should be user friendly, scalable and should be built over modern application architecture.

VENDORS having experience of successfully execution of similar projects are invited to take part and submit their proposal along with company credential in line with the RFP requirement. The detailed RFP document is available at the website <http://www.dspmuranchi.ac.in>. This RFP document contains the Scope of Work, Technical Specifications, Qualifying, Requirements, Terms and Conditions, Forms and Procedure for Submission of Proposal for interested organizations. The vendor has to submit a detailed technical and financial proposal (Two BID System) for the objectives set forth in this RFP document. DSPMU 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. Please visit website at <http://www.dspmuranchi.ac.in> or contact the undersigned for more details.

*Namita Singh*  
01-11-2021

Sd/-  
Registrar  
DSPMU, Ranchi

## **2. RFP SCHEDULE**

The summary of various activities with regard to this invitation of bids are listed in the table below:

Tender Reference No.	
Work Description	RFP for Choice-Based Credit System (CBCS) based Examination Data Processing (EDP) Application and Implementation of New Education Policy 2020
Tender Fee	Rs. 5,000/-
Bid Security Cost	Rs. 50,000/-
Inviting Officer	Registrar, DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY(DSPMU) Ranchi
Link to download tender	<a href="http://www.dspmuranchi.ac.in">http://www.dspmuranchi.ac.in</a>
Tender download period	02.11.201 to 29.11.201
Last Date & Time of Bid Submission	30.11.201/02:00PM
Date/Time & venue for Pre-bid meeting	03.12.2021/02:00PM Chamber of The Registrar, DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY(DSPMU) Ranchi
Date/Time for Technical Bid Opening	07.12.2021/02:00PM
Date/Time for Commercial Bid Opening	To be announced later
Venue of bid opening	Chamber of The Registrar, DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY (DSPMU) Ranchi.
Contact Person	Registrar, DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY (DSPMU) Ranchi.
Address for Bid submission & communication	Registrar, DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY (DSPMU), Morabadi, P.O.: Ranchi University, Ranchi.
Phone/Fax No.	0651- _____

The DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY (DSPMU) Ranchi reserves the right to reject any or all the tender(s) received without assigning any reason thereof.

Sd/-  
Registrar  
DSPMU, Ranchi

### **3. SCOPE OF WORK**

#### **3.1. INTRODUCTION:**

Situated on the tropic of cancer, at an altitude of 651m from sea level amidst tropical flora and fauna, Ranchi College, Ranchi (now upgraded as a Unitary State University, now known as Dr. Shyama Prasad Mukherjee University, Ranchi) had been established during the Pre-Independent India. Established in 1926 as a Government Intermediate College, it marched ahead and began Under-Graduate and Post-Graduate Courses in various subjects of Arts/Science in the year 1946.

Even after Independence, Ranchi College continued to celebrate its recognition as Government College. Till the creation of Ranchi University, Ranchi on 12th July, 1960, it functioned as a Unit of Patna University, imparting quality Higher Education in faculties of Humanities, Science and Social Science.

#### **3.2. SCOPE OF WORK:**

- I. Admission system
- II. Choice-Based Credit System (CBCS) based Examination data processing
- III. Results publication
- IV. Migration of previous from the existing legacy Examination and Validations
- V. Logging and Disaster recovery
- VI. Software to be upgraded as and when required for the implementation of New Education Policy – 2020

#### **3.3. The selected vendor has to carry out the below tasks as part of the EDP project:**

- I. Development of the Examination Data Processing (EDP) Application.
- II. Up-gradation /Modification the EDP application as and when required.
- III. Deployment of the EDP Application.
- IV. Maintenance of the EDP Application.
- V. Training to the DSPMU employee.
- VI. Migration of Data from existing legacy application to new application.

### **4. TECHNICAL SPECIFICATIONS**

#### **4.1. DESIGN, DEVELOPMENT, DEPLOYMENT AND MAINTENANCE OF EXAMINATION DATA PROCESSING (EDP) APPLICATION**

1. The awarded Vendor should be able to deliver the complete application within 1 year of time-frame from the signing of the project contract.
2. The final deliverables of the EDP Application.

3. Tailor made EDP application
4. All technical documentations should be done by the vendor and submit the same which includes:
  - a. System requirement specification
  - b. Process Documentation
    - i. User Manual
    - ii. Admin Manual
  - c. Design Documentation
    - i. High Level Design
    - ii. Detailed Level Design
    - iii. Test Cases
    - iv. Test Plan
    - v. QA Results for User Acceptance testing,
    - vi. Application Source Code
5. The EDP application should be designed to have provision of future updates and changes on application. Should be scalable and built of modern software development architecture
6. Intended audience of the EDP application will be DSPMU's office staff and students.
7. Overall design for the EDP application should be user-friendly and optimized in terms of accessibility
8. The Vendor should do a detailed system study on DSPMU before starting of design the website. The Vendor should prepare prototype and SRS document. Design should be approved from the DSPMU before starting the development of the EDP application.
9. Content of the EDP application will have to be developed by the Vendor in English only. DSPMU will provide necessary information and source document (if any) which is required for development/creation of EDP application.

#### **4.1. PLATFORMS TO BE USED AND SUPPORTED:**

- It's is expected to provide the development platform and technology by the vendor. DSPMU will review the provided platform and technology and license cost before approving the platform.
- Successful Vendor will deploy the EDP in co-ordination with service provider. It will be primary responsibility of Vendor to do the cyber security audit and testing (Load/Performance testing etc.) of the EDP before deployment.

## **4.2. QUALITY, DATA ACCESS & SECURITY**

The EDP application provided by the selected vendor should be certified by Standardization Testing and Quality Certification (STQC), Government of India. The vendor will ensure and incorporate all necessary security and control features within the EDP application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times. Data security is to be addressed by the vendor from at least but not limited to the following perspectives:

1. Vendor and all the participants of the vendor need to sign Non-Disclosure Agreement (NDA)
2. To restrict access to and sharing of confidential data.
3. To ensure that data is not changed or destroyed, either inadvertently or intentionally, by any user/administrator or an external party.

The Bidder shall ensure the following:

4. Access & Identity Management
  - a. Only authorized person can access the solution.
  - b. Authorized person shall have access only to the data which is relevant to them.
  - c. Access to the relevant data is further restricted to either read or update depending on the responsibility.
5. Application Security.
6. Database security including ensuring non-repudiation of data and reconstruction of truth.
7. EDP solution to ensure fool proof security to the system from various threats including hacking attempts, internal threats, etc.

## **4.3. HANDING OVER OF SOFTWARE/SOURCE CODE/DATABASE**

- i. All the information including Source code of the Application Software and Database related to this EDP application project are very sensitive and intellectual property of DSPMU.
- ii. Hence after completion of project or termination of contract, Vendor has to handover the complete Source Code/Database/Front end Application to DSPMU.

## **5. QUALIFYING REQUIREMENTS**

DSPMU, Ranchi invites RFP response only from experienced Software Consultancy Organizations (hence forth referred as Vendor) with expertise in software development, customization, maintenance, management and Annual Maintenance Contract (AMC) support for the design, development, deployment & maintenance of the Examination Data Processing application (hence forth referred as EDP).

1. The Vendor shall be a single entity, registered as a Company, Firm, or Society, MSME Proprietorship and equivalent under respective acts in India and should have prominent presence in existence in India/Jharkhand.
2. The vendor should have the presence in India IT Market at least for last 5 years with registered office and logistic facility for easy access and availability of upgrades in India to ensure the proper backend support for smooth execution of all modules, as mentioned.
3. The vendor should have experience in software development/support experience in large educational institutions like Educational Board, University, Colleges, IIT, NIT etc.
4. The vendor should have experience in software development/support experience in EDP applications in large Educational Institutes/Government/PSU/Private Organization.
5. The vendor should have experience in government educational institutions in Jharkhand/India. (Credentials need to submit with the RFP Response).
6. The vendor should be capable of delivering all the required modules of the system. Vendor should have adequate good number of technically qualified in-house personnel working in software development. No joint venture and/or sub-contracting will be allowed.
7. The organization should have ISO 9001 – 2015 Certificate, ISO 27001 – 2013 Certificate.
8. The organization should have adequate & extensive experience in automation of various processes of educational institutes/ Boards/ Professional Bodies.
9. Following certificates are mandatory:
  - a. Company Registration
  - b. Shop & Establishment
  - c. GST Registration with tax clearance or latest paid challan
  - d. Professional Tax Registration
10. Income Tax return of the last three financial years should be submitted with the proposal.
11. The Company should be profit making for last 2 financial years. Certificate from CA stating the same is must.
12. The Vendor shall have clean legal records or should not be blacklisted by any Govt. organization University /Education Board or nor debarred from bidding in any govt. organization. Notarized affidavit is to be submitted.
13. Vendor should submit authentic document in support of their compliance to all the above requirements.
14. The bidder should host the application in their own data center preferably.

## **6. PROCEDURE FOR SUBMISSION OF RFP RESPONSE**

1. All eligible/interested vendors are required to download RFP documents from the website <http://www.dspmuranchi.ac.in/> and participate. Vendors are requested to correspondence through e-mail: [registrardspmuranchi@gmail.com](mailto:registrardspmuranchi@gmail.com) for doubts/information/difficulty regarding submission of RFP response if any or contact the undersigned office.

2. The Vendors should have valid digital signature certificate (DSC).
3. A non-refundable processing fee for **Rs. 5,000/- (Rupees Five thousand only)** in the form of a Demand draft or a Pay Order drawn in favor of **The Registrar, Dr. Shyama Prasad Mukherjee University, Ranchi (DSPMU)** payable at **Ranchi** has to be submitted along with the RFP Response. Bids received without or with inadequate RFP Processing fees shall be liable to get rejected.
4. **Earnest Money Deposit (EMD) of Rs 50,000/- (Rupees Fifty Thousand)** has to be submitted through Bank Draft Address to **Dr. Shyama Prasad Mukherjee University, Ranchi (DSPMU)** Payable at **Ranchi OR Bank Guarantee** of any scheduled/National Bank. EMD should be submitted by as successful bidder before the issue of the work order. EMD will be refunded only after the completion of project or termination of contract and handing over all the Database, Software application and source code.

## **7. PRE-SUBMISSION REQUIREMENTS:**

1. The **RFP** response submitted by the vendor shall be based on the clarification, additional facility offered (if any) by **DSPMU**, and this RFP shall be unconditional. **Conditional RFPs shall be summarily REJECTED.**
2. All vendors are cautioned that RFP response containing any deviation from the contractual terms and conditions, specifications or other requirements and conditional RFP responses will be treated as non-responsive. The vendor should clearly mention in forwarding letter that his offer (in envelop No.1 and 2) does not contain any conditions or deviations from terms and conditions stipulated in the RFP document.

## **8. INSTRUCTIONS:**

1. Vendor/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 RFP document with full understanding of its terms, conditions and implications.
2. A two-envelope selection procedure shall be adopted. Vendor (authorized signatory) shall submit their offer separately in two separate sealed envelopes. The sealed envelope containing only hardcopy of Technical Bid (including Pre-Qualification Documents) in original and Commercial Bid needs to be submitted to **Office of the Registrar, Dr. Shyama Prasad Mukherjee University, Ranchi.**

## **9. TERMS AND CONDITIONS**

1. This Invitation for Bids is open to all eligible vendors.
2. Selection of vendor will be made purely on the basis of merit, past experience and reputation. As the work to be entrusted is of very sensitive and important in nature, merely quoting lower rates will not make the Vendor eligible for selection.

3. The RFP submission agency should be an IT company registered under the Indian Companies Act, 1956 since last 5 (five) years. Company, Firm, MSME, Proprietorship and equivalent, Incorporation certificate should be furnished as documentary proof.
4. The agency should be a profit-making company having earned profits, for last 3 years, with a minimum turnover of Rs. 50 lakh. in the last 3 years. The bidder should have positive net worth of Rs. 50 lakh. As documentary proof, Audited Balance Sheet & Profit & Loss A/c is to be submitted.
5. Joint Ventures or Consortium partner (Not more than two Bidders jointly) should allow to fulfill the eligible criteria jointly
6. **Vendor Experience:** The Vendor should have an ability to satisfy DSPMU requirements and should have an experience of similar kind of project in any Government Organization/Universities/State Boards and Council etc. The offer should accompany the credentials (proof for the same) in terms of supporting documents like Customer Purchase order copies, Past Experience and Past performance supporting documents clearly mentioning the Name of the customer, order value with Satisfactory Completion certificate issued by the customer for establishing the credibility of the vendor.
7. Should have technically qualified and well-experienced strong in-house resources based on company's payroll.
8. There should be no overwriting in the vendor's offer. If required, striking out entries and writing afresh the vendor can make corrections. The initials of the vendor's authorized person and the seal of the vendor's company must verify each correction. All rates given in this RFP must be expressed as Unit Price as stated in Appendix. After award of the contract ,if the vendor does not perform the work satisfactorily or delays the execution of the contract, Dr. Shyama Prasad Mukherjee 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 vendor and his EMD shall be forfeited.
9. **Cost of Bidding:** The Vendor shall bear all costs associated with the preparation and submission of its bid and DSPMU will in no case be responsible or liable for these costs.
10. The Vendor 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 Vendor's risk and may result in rejection of its bid.
11. **Late Bids:** Any bid received by DSPMU after the deadline of submission of bids prescribed by the DSPMU, will be rejected and/or returned unopened to the Vendor.
12. **Clarification of Bids:** During evaluation of bids, DSPMU may, at its discretion, ask the Vendor for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.
13. **Contacting the Purchaser:** No Vendor shall contact DSPMU on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the vendor wishes to bring additional information to the notice of DSPMU, it should do so in writing. Any effort by a Vendor to influence any official of DSPMU in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Vendor's bid.

- 14. DSPMU reserves right to Accept or Reject Any or All Bids:** DSPMU 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 Vendor or Vendors.
- 15. Authorized Signatory:** The 'Applicant' mentioned in the RFP document shall mean the one who has signed the RFP response document form. The applicant should be 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.
- 16. Signing of Contract:** At the same time as DSPMU notifies the successful vendor that its bid has been accepted, DSPMU will send the vendor the Contract Form provided in the bidding documents, incorporating all agreements between the parties. Within 7 days of receipt of the Contract Form, the successful vendor shall sign (with date) the Contract and return it to DSPMU. If vendor fails to do the same, his EMD will be forfeited and next vendor will be called for agreement.
- 17. Delays in the Vendor's Performance:** Delivery of all prescribed modules shall be made by the vendor in accordance with the time schedule specified by DSPMU. If at any time during performance of the Contract, the vendor should encounter conditions impeding timely completion of the system. The vendor shall promptly notify the Purchaser (DSPMU) in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the vendor's notice, DSPMU 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.
- 18.** The successful vendor has to train DSPMU's designated staff for the Operation of EDP system free of cost.
- 19. Prices and Taxes:**
- a. Prices quoted by the Vendor should include all development, hosting, and maintenance cost for a period of five years.
  - b. Prices quoted by the Vendor should be inclusive of all types of taxes (if applicable). The rates should be quoted inclusive of all Modules of the EDP project.
- 20. Submission of RFP Response:**
- a. For the purpose of selection of the vendor, a two-stage bidding process will be followed.
  - b. The response to the RFP should be submitted in two parts, Technical Bid and Commercial Bid, which must be submitted in separate sealed envelopes. The RFP response should be submitted in DSPMU, Ranchi office.
  - c. Technical bid should contain documents as per Form A. It is only when their formation about the company in technical bid is found satisfactory; the commercial part will be opened.

- d. Commercial bid should contain price of the System as per format supplied by DSPMU along with the Tender form, duly filled and signed by the authorized person.

#### **21. Cancellation of Contract:**

In case of any breach of any terms and conditions by the successful vendor/contractor, DSPMU, Ranchi, reserves the right to cancel the agreement by giving 7 days' notice to the Vendor.

#### **22. Termination for Default:**

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

- a. If the vendor fails to complete any or all of the modules within the period/(s)specified in the contract, or within any extension thereof granted by the DSPMU, Ranchi.
  - b. If the vendor fails to perform any other obligation(s) under the contract.
  - c. If the vendor, in the judgment of the DSPMU, Ranchi has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
  - d. On such scenarios, the EMD of the vendor will be forfeited. **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 bidding process or in contract execution.
- 23.** Source code of the product/software shall be the intellectual property of the DSPMU and shall be handed over to the University after successful completion of the project.

#### **24. Nomination of Project Manager**

After agreement, the solution provider should nominate and intimate to User Department the name of the Project Manager specifically to execute the Work Order within 05 days. The successful Bidder should ensure that Project Manager fully familiarizes himself/herself with the terms and conditions of the Contract, Scope of Work and the guidelines.

#### **25. Work Execution**

The solution provider will develop & deploy the complete Application within One Year of the award of the contract, after which the website will be put up for security audit. The solution provider will rectify the audit objections, get the audit certificate & get it hosted in Jharkhand State Data Center. After completion of this task, The solution provider will provide the Maintenance services for 4 years after the completion of the application.

#### **26. Project Period (Contract Period)**

The period of the project is taken as Five years in which One Year will be for the development & deployment & Four years for maintenance.

#### **27. Quality Verification**

Quality verification will be done as follows – User Acceptance Test (UAT) team will look into the Application & if found satisfactory, issue certificate.

#### **28. Repeat Order**

The User Department reserves the right to place repeat order for additional

requirement, the amount for which will be mutually arrived at.

### 29. Change Orders

The User Department may at any time, by written order given to the Solution Provider, make changes within the general scope of the Contract.

### 30. Payment terms

- a. No advance payment shall be made.
- b. Payment will be done to the solution provider as per following schedule :
  - i. 20% Payment will be made to the solution provider after successful hosting of first part of the website It will include system study, sketching work plan along with developing & hosting of first build of the Application with majorly downloadable informative items. However, On Completion of first delivery of agreed modules with historical data migration (if any) and Data entry. An user management system and first part of admission module should be developed within this phase only.
  - ii. Next 30% will be paid after successful development of encompass interactive platforms & Completion of next delivery of agreed modules with historical data migration (if any) data entry.
  - iii. Next 10% will be paid after completing covering all the aspects mentioned in the project and successful hosting of the website at JHSDC/JAPIT/Other Data Centre
  - iv. During Maintenance period, 10% of Payment will be made annually to the Solution provider after completion of the Maintenance period for 4 Years.
- c. The payment shall be made on approval of constituted committee for the same.
- d. The Performance Bank Guarantee furnished by the solution provider will be returned to him/her within one year after the end of the completion of the Application subject to the satisfactory performance of the contractual obligations.

### 31. Penalty to the solution Provider

If the timelines for the development & deployment is not maintained, penalty will be charged at the rate of 1 % per week of the project cost. However, dependency beyond the control of the solution provider will be considered for which the service provider will have to submit its plea in writing before the University. If any delay happens from department side, this penalty will waive off.

### 32. Time Schedule

Timelines	Days	Work to be done	Payment
Signing of Contract(T)	T		None
1st phase completed & Hosted (T1)	T + 90 days	System study & development & deployment of informative part, Completion of first part of admission module with historical data migration (if any) and Data entry	20% of the contract amount

<b>2nd phase completed &amp; hosted (T2)</b>	<b>T1 + 180 days</b>	<b>Successful development of interactive platforms &amp; Completion of next delivery of agreed modules with historical data migration (if any) data entry.</b>	<b>30% of the contract amount</b>
<b>Completion of website (T3)</b>	<b>T2 + 90 days</b>	<b>Completion of the entire project &amp; hosting in the Data Centre /JAPIT/JHSDC/Other</b>	<b>10% of the contract amount</b>
<b>Portal Maintenance</b>	<b>T3 + 4 Years</b>		<b>@10% every Year (10% of the project cost paid post maintenance of every year up to 4 Years=40%)</b>

## **10. Project Deliverables**

The project delivery will be broadly divided into 2 phases;

### **10.1. Project Implementation Phase**

#### **10.1.1. Project Planning and Management**

Software Development Agency is required to design and implement a comprehensive and effective project planning and management methodology together with efficient and reliable tools. The Software Development Agency shall address at the minimum the:

- Create an organized set of activities for the project.
- Coordinate and collaborate with various stakeholders including the Department Concerned.
- Establish and measure resource assignments and responsibilities.
- Construct, update and report a project plan schedule including milestones.
- Measure project deadlines, budget figures, and performance objectives.
- Communicate the project plan to stakeholders with meaningful reports.
- Provide facility for detecting problems and inconsistencies in the plan

During the project implementation the Software Development Agency shall report to the Department, on following items:

- Results accomplished during the period;
- Cumulative deviations to date from schedule of progress on milestones as specified in this RFP read with the agreed and finalized Project Plan;
- Corrective actions to be taken to return to planned schedule of progress;
- Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of the Software Development Agency;
- Other issues and outstanding problems, and actions proposed to be taken; Interventions which the Software Development Agency expects to be made by the Department and/or actions to be taken by the Department before the next reporting period. Progress reports would be prepared by Software Development Agency on a weekly basis up to 6 month of the go live and then fortnightly basis. These reports may be required to be shared with Department.
- Project quality Assurance
- Change Control mechanism
- Project Management activities
- Issue Management to help identify and track the issues that need attention and

Resolution from the State.

- Scope Management to manage the scope and changes through a formal management and approval process.
- Risk Management to identify and manage the risks that can hinder the project progress.

Software Development Agency will closely work with Department and send the reports to the Department regularly. Department will accept the report/ document and suggest the action plan to the Software Development Agency. The Project plan prepared by the Software Development Agency at the initial stage of the project shall be reviewed by the concerned officials. The Software Development Agency shall update and maintain the Project Plan throughout the duration of the engagement.

#### **Deliverables**

- Project Plan
- Periodic Reports on on-going basis

#### **10.1.2. System study and Design**

The Software Development Agency shall carry out a detailed systems study to repair/refine the Functional Requirements Specifications (FRS) and formulate the System and Software Requirements Specifications (SRS) documents incorporating the functional specifications and standards provided by the Department.

- The Software Development Agency should prepare a detailed document on the implementation of the System with respect to configuration, customization, extension and integration as per the requirement.
- As part of the System Study, the Software Development Agency shall be responsible for Preparation of a comprehensive System Study document by studying the legislation, business processes and organization design of the Department.
- The Software Development Agency shall perform the detailed assessment of the functional requirements, MIS requirements and prepare FRS report, as part of the System Study document incorporating list of additional features that shall result in further improvement in the overall Software performance for consideration of the Department.
- Project Documentation: The Software Development Agency shall create and maintain all project documents that shall be passed on to the State as deliverables as per the agreed project timelines. The documents created by the Software Development Agency will be reviewed and approved by the Department.

#### **Deliverable**

- Detailed System Study Report
- FRS document
- GUI design & prototype (screen design, navigation, etc.)
- SRS document
- High Level Designed (HLD) documents
- Software architecture documents
- Entity Relationship (ER) diagrams and other data modeling documents
- Low Level Design (LLD) documents (including but not limited to)
- All Test Plans
- Requirements Traceability Matrix
- Change Management and Capacity Building Plans
- SLA and Performance Monitoring Plan
- Training and Knowledge Transfer Plans

- Risk and Issue Logs

### **10.1.3. Development, Customization and Configuration of the System**

Development Agency shall design and develop the Software as per the FRS and SRS finalized by Department.

- Development of Role based, workflow driven Web-based Software customized as per the requirement of Department and other stakeholders.
- Development of Role based, workflow driven Web based Content Management System (CMS) for contribution of any type of Content to the Software including the metadata as specified in SRS.
- The Software should have provision for uniform user experience across the multilingual functionality covering following aspects:
  - o Front end web Software in English language
  - o Data entry should be provided preferably using the Enhanced in script standard keyboard layout.
  - o Storage of entered data in UNICODE encoding standard.
  - o Retrieval & display across all user interfaces, forms and reports with all browsers compliant with Unicode versions.
  - o Feature to use the master data for the auto-populating the forms and dropdowns.
  - o Defining the workflow for the approval of the form, by providing various options to different users.
  - o Automatic reports of compliance on delivery of services

#### **Deliverables**

- Fully functional Human Resource Management System
- Functional and non-functional testing
- User and Operational Manual for Software

### **10.1.4. Deployment and Commissioning of Software solution**

The Software Development Agency in coordination with Department is to deploy the Software in data center. The Implementation agencies will coordinate and support the data center officials to deploy and commission the software solution.

### **10.1.5. Training/Capacity Building**

The bidder must provide a comprehensive training & handholding to the users. The bidder must ensure that appropriate application software specific training is provided. There will be a centralized training for minimum 5 days which must include –

- Module specific training to related concerned Jharkhand officials
- Administrator training to identified concerned user
- Provision of user manuals and online help

The bidder shall prepare detailed training plan for the different stakeholders. The training plan should indicate the schedule, scope, resource requirement & participant details of all the trainings.

The training activity by the bidder shall include User Training, Handholding, Technical Training and Overview Training as required at the Offices. At a minimum the following training has to be conducted-

- a. Train the Trainer Training
- b. Field Level Training
- c. Change Management Training

The bidder will submit the course materials, presentations and any other material used in the training delivery.

### **Deliverables**

- Capacity Building Plan
- Training Plan
- Completion of training and change management activities

### **10.1.6. Acceptance testing, audit and certification**

After successful Deployment and Commissioning of the Human Resource Management System, Software Development Agency will assist in successful completion of User Acceptance Testing (UAT) and audit of the system on the completion of the go live criteria for each phase. Department would appoint a CERT-IN certified security auditing agency at its own cost. The Software Development Agency should provide compliances to all security concerns raised by the auditing agency.

### **Deliverables**

- Approved UAT Report
- Go-Live report
- CERT-IN Certification

## **11. Instructions to Bidders**

### **11.1. Pre-Bid Meeting & Clarifications**

- The agency will hold a pre-bid meeting with the prospective bidders as per the schedule given in tender notice.
- The Bidders will have to ensure that their queries for Pre-Bid meeting should reach via email mentioned and as per the schedule given in tender notice.
- The queries should necessarily be submitted in the following format:

RFP Document Reference		Content of RFP requiring clarification(s)	Points of Clarification Required	Suggestions (if any)
Section	Page No.			

- The agency shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the agency.

### **11.2. Submission of Tender**

The tender shall be submitted in three parts

- Part A – Pre-qualification
- Bid Part B – Technical Bid
- Part C – Financial Bid

The tender shall be signed by the applicant or a person or persons duly authorized. Any interlineations, erasures or overwriting shall be valid only if they are initialed by person or persons signing the tender.

### **11.3. Detailed instruction for online bidding**

- Bidders in order to participate in the bidding process have to get 'Digital Signature Certificate (DSC)' as per Information Technology Act-2000 to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get the above mentioned digital signature certificate from any approved vendors (CA). Bidders, who already possess valid Digital Certificate, need not procure new Digital

Certificate

- b) Interested bidders can download the bid from the official e-tender website i.e. <https://jharkhandtenders.gov.in>.
- c) Bidders have to submit their bids online in electronic format with digital Signature. Bids without digital signature will not be accepted. The bidders are required to submit the technical and financial bid documents latest by the last date and time of submission of online bids.
- d) Bids will be opened online as per time schedule mentioned in the Notice Inviting Tender (NIT) or as informed at a later stage.
- e) Bidders should be ready with the scanned copies of cost of document & bid security as specified in the tender document. Before submission of bids online, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
- f) Bidders have to submit original Demand Draft towards tender fee & bid security (EMD) as mentioned in the RFP before the last date and time of bid submission failing which bid will not be accepted. The details of cost of documents, bid security specified in the tender documents should be the same as submitted online (scanned copies), otherwise bid will be summarily rejected.
- g) Uploaded documents of successful bidder will be verified with the original before signing the agreement. The successful bidder has to provide the originals to the concerned agency.
- h) The employer will not be responsible for delay in online submission of bids due to any reason, what so ever.
- i) All required information for bid must be filled and submitted online.
- j) Details of documents to be furnished for online bidding-

#### **11.4. Pre-qualification Bid:**

Scanned copies of the following documents to be up-loaded in PDF format only in P re-qualification envelop/folder-

- D.D. towards Tender fee
- D.D. or Bank Guarantee towards EMD
- Supporting Documents to establish compliance to mentioned Pre-Qualification Criteria

#### **11.5. Technical Bid:**

Technical qualification of information and supporting documents as specified in the document, certificates, undertakings, affidavits declaration as required in technical qualification criteria.

#### **11.6. Financial Bid:**

Price bid as per the format given

#### **11.7. Language of Bid**

All Proposals and various documents related to these Proposals should be in English Language. All correspondence between the Agency and the Bidders would also be in English Language.

#### **11.8. Validity of Proposals**

- (a) The Bids shall remain valid for at least 180 days from the date of bid opening.
- (b) A bid valid for a shorter period shall be rejected by the Agency as being non-responsive.
- (c) During the period of validity of Bids, the rates quoted shall not change.
- (d) In exceptional circumstances, the Agency may ask for extension of the period of validity.
- (e) The Agency's request and the response to such a request by various bidders shall be in writing.
- (f) A bidder agreeing to such an extension will not be permitted to vary / alter its rates.

### **11.9. Right to accept Proposal**

The Agency reserves the right to accept or reject any Proposal, and to annul the Proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder of the grounds for such decision.

### **11.10. Proposal Due Date**

Bids must be submitted as per the date and time specified in the notice. If the specified date for the submission of tender is declared as a holiday for the Agency, the bids will be received up to the appointed time on the next working day.

### **11.11. Late Submission**

Bids submitted after the deadline for submission prescribed by the Agency will not be considered.

### **11.12. Modifications/Withdrawal**

No modifications/withdrawal to the Proposals shall be allowed; once it is received by the tendering agency.

### **11.13. Bid Opening**

The Agency will open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the date and time mentioned in the tender. The bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date being declared a holiday, the tender shall be opened at the appointed time and location on the next working day.

### **11.14. Fraud & Corruption**

The Agency requires that bidders bidding for this tender must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy,

- a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Agency official by any personnel of bidder in procurement process or in contract execution.
- b. "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to the detriment of the Agency, and includes collusive practices among the bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive the Agency of the benefits of free and open competition;
- c. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by the Agency.
- d. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- e. The Agency will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt, fraudulent, unfair trade practices or coercive practices.
- f. The Agency will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent, unfair trade and coercive practices in competing for, or in executing, the contract.

### **11.15. Amendments**

At any time prior to deadline for submission of proposal, The Agency may for any reason, modify the tender. The prospective bidders having received the tender shall be notified the amendments through email; such amendments shall be binding on them.

### **11.16. Clarifications**

During evaluation of the Proposals, The Agency may, at its discretion, ask the bidder for clarifications on their proposal. The clarification shall be given in writing.

### **11.17. Rejection of Bid**

The Agency reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-confirming, non-responsive or conditional proposals.

### **11.18. Authentication of Bid**

The bid document shall be signed by a person or persons duly authorized to bind the bidder to the contract. A duly stamped Power-of-Attorney accompanying the bid document shall support such authorization. The person or persons signing the bid document shall initial all pages of the Bid document, including pages where entries or amendments have been made. All the pages of the proposal should be serially numbered.

### **11.19. Contact Details**

<b>Designation &amp; Address</b>	
<b>Contact Details</b>	Tel: 0651-

### **11.20. Acknowledgement by the Bidder**

It shall be deemed that by submitting the Proposal, the bidder has:

- (a) Made a complete and careful examination of the tender
- (b) Received all relevant information requested from the Agency
- (c) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the tender or furnished by or on behalf of the Agency or relating to any of the matters Stated in the Tender Document
- (d) Acknowledged that it does not have a conflict of Interest; and
- (e) Agreed to be bound by the undertaking provided by it under and in terms hereof.

The Agency shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to tender or the Selection Process, including any error or mistake therein or in any information or data given by the Agency.

### **11.21. Earnest Money Deposit (EMD)**

- a) Bidders will submit an EMD of Rs. 50,000.00 (Rupees Fifty Thousand Only), in the form of a Demand Draft/Bank Guarantee of any nationalized/ scheduled Bank in favor of "Director, State Urban Development Agency", payable at Ranchi. The scan copy of DD/BG shall be enclosed with the pre- qualification bid.
- b) The EMD will remain valid for a period of 180 days from the date of opening of bid
- c) The EMD would be refunded to all unsuccessful bidders within a reasonable time consistent with the rules and regulations in this behalf. The EMD of successful bidder would be adjusted towards partial fulfillment of the requirement of Performance Guarantee and will be returned only after the successful fulfillment of the Contract.
- d) Bids without adequate bid security/ EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- e) Bidders registered with National Small Industries Corporation Limited (NSIC) will be exempted from submission of EMD. Companies/Bidders who wish to avail exemption from submission of EMD shall submit certified copy of the valid NSIC Registration certificate along with other documents in Technical Bid.

f) The above EMD held by DEPARTMENT will not earn any interest thereof.

#### **11.22. Forfeiture of EMD**

EMD submitted by the vendor may be forfeited under the following conditions. If the bid or its submission is not in conformity with the instruction mentioned herein;

- (a) If the vendor withdraws from the tender before the expiry of the validity period including the extended validity period
- (b) In case a successful vendor fails to (i) accept award of work, (ii) sign the contract agreement with the Agency, after acceptance of communication on placement of award, (iii) furnish performance security, or the vendor violates any of conditions of this tender document or indulges in any such activities as would jeopardize the interest of the Agency in timely finalization of this tender

The decision of the Agency regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the vendor by the Agency.

#### **11.23. Extension of Period of Validity**

In exceptional circumstances, the Agency may solicit the bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting of the EMD. A Bidder approving the request will not be permitted to modify its bid.

#### **11.24. Clarification of Bids**

To assist in the evaluation, comparison and an examination of bids, the Agency may, at its sole discretion, ask the Bidder for a clarification of its bid including breakdown of unit rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiry of deadline prescribed in the request, the Agency reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder

#### **11.25. Completeness of Bids**

The Agency will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bid Documents are substantially responsive to the requirements of the tender.

#### **11.26. Rectification of Errors**

Arithmetical errors will be rectified on the following basis: -

- (a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- (b) If there is a discrepancy between the rates in words and figures, the rate in words will govern.
- (c) If the bidder does not accept the correction of errors, his bid will be rejected.

#### **11.27. Notification to Bidder**

The Bidder whose Bid has been accepted shall be notified of the award prior to the expiry of the period of validity of the proposal, by registered letter or by Email. This letter (hereinafter the "Letter of Acceptance") shall state the sum that the Agency shall pay the Bidder in consideration of the execution, completion and maintenance of the work as prescribed by the Contract (hereinafter the "Contract Cost") in accordance with Payment Terms. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within five (5) days from the receipt of the Letter of Acceptance.

#### **11.28. Expenses for the Contract**

All incidental expenses of the execution of the Contract shall be borne solely by the

successful Bidder and such amount shall not be refunded to the successful Bidder by the Agency.

### **11.29. Failure to abide by the Contract**

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of the Agency with such penalties as specified in the Bid Document and the Contract.

### **11.30. Period for Furnishing Performance Guarantee**

- i. The successful bidder shall at his own expense deposit with DEPARTMENT, within fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized/scheduled bank, payable on demand, for the due performance and fulfillment of the contract by the bidder.
- ii. This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All incidental charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The Bank Guarantee shall be valid for a period of 12 months from the date of acceptance of tender. If the accepted Bidder fails to furnish the bank guarantee within the above said period, the EMD remitted by him will be forfeited to DEPARTMENT and his tender will be held void. The PBG furnished by the Bidder in respect of his tender will be returned to him at the end of the contract period subject to satisfaction of DEPARTMENT.
- iii. If the Bidder fails to act up on to the tender conditions or backs out when his tender is accepted, his PBG mentioned above will also be forfeited to DEPARTMENT.

### **11.31. Disqualifications**

The Agency may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

- (a) Submitted the Proposal documents after the response deadline
- (b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
- (c) Submitted a proposal that is not accompanied by required documentation or is non-responsive
- (d) Failed to provide clarifications related thereto, when sought
- (e) Submitted more than one Proposal (comprising of same Prime Applicant individually or in case of a consortium Prime Applicant and Implementation Partner)
- (f) Declared ineligible by any Government Agency for corrupt and fraudulent practices or blacklisted
- (g) Submitted a proposal with price adjustment/variation provision

## **12. General Terms & Conditions**

### **12.1. Relationship between the Parties**

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'The Agency' and 'the Bidder'. The bidder subject to this contract has complete charge of personnel, performing the services under this project from time to time. The bidder shall be fully (jointly and severally) responsible for the services performed by them or on their behalf hereunder.

### **12.2. Performance & Penalty**

The bidder shall perform the services and carry out their obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The bidder shall always act in respect of any matter relating to this contract as faithful advisor to the Agency. Should the Agency fail to develop and implement the Software application within the period prescribed in the

contract agreement for delivery, the purchaser shall be entitled to recover 0.5 % of the value of the delayed service for each week of delay.

### **12.3. Indemnity**

The successful bidder shall indemnify, protect and save Department against all claims, losses, costs damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respects of all the hardware and software supplied by him.

### **12.4. Sub-Contracting**

The bidder shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without the Agency's prior written consent.

### **12.5. Contract Termination**

Under this contract, the Agency may, by written notice terminate the contract in the following ways

- (a) Termination for default for failing to perform obligations under the contract or if the quality is not up to the specification or in the event of non-adherence to time schedule or for any other valid reason.
- (b) In case the contract is terminated for the default or failure on the part of the bidder, then the Agency shall have the right to get the work done at the risk & cost of the bidder. Any additional expense in this regard shall be borne by the bidder.

Without prejudice to any of its other rights, the agency reserves the right to terminate the contract at any phase of the work by giving 15 days' notice without assigning any reason thereof.

### **12.6. Taxes and Duties**

The commercial proposal shall clearly indicate the basic rates, taxes of items and the total price shall be inclusive of all taxes, duties and operational expenditures. Any changes in the tax structure by the government will be applicable at the prevailing rate.

### **12.7. Legal Jurisdiction**

All legal disputes between the parties shall be subject to the jurisdiction of the courts at Ranchi. No proceeding in any court other than the court as stated above shall be initiated & continued by any party to the contract.

### **12.8. Arbitration**

In case of any dispute, the matter will be referred to an Arbitrator under "Arbitration and Conciliation Act 1996". The arbitration shall be held in Ranchi only and the Courts at Ranchi only shall have jurisdiction in relation thereto.

### **12.9. Miscellaneous**

- (a) The end product of the work assignment carried out by the bidder, in any form, will be the sole property of the Agency.
- (b) In the event the bidder's company or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with the Agency, should be passed on the compliance by the new company new division in the negotiation for their transfer.

## **13. Bid Format & Evaluation Process**

Overall evaluation of the bids will be done in three stages namely Pre-qualification, Technical and Commercial Evaluation. At the end of every stage short listed bidders may be informed of the result to have a fair and healthy competition. The final awarding of the contract will be done based on the procedure mentioned below.

All evaluation will be carried out by DEPARTMENT through its evaluation committee. Evaluation conducted by the committee shall be final and binding on all the bidders.

The evaluation committee may choose to conduct technical negotiations or discussions with any or all the bidders. The decision of the evaluation committee in the evaluation of the Pre-qualification, Technical & Commercial bids shall be final and binding on all the

parties. No correspondence will be entertained outside the process of negotiation / discussion with the evaluation committee.

### **13.1. Preliminary Scrutiny**

DEPARTMENT will prepare a list of firms based on the compliance to all the terms and conditions of the tender. The tenders who do not conform to the tender conditions shall be straight away rejected. All eligible tenders will be considered for further evaluation. The decision of DEPARTMENT will be final in this regard.

### **13.2. Pre-qualification Bid**

Following documents must be uploaded as part of Pre-qualification bid-

- D.D towards Tender fee
- D.D or Bank Guarantee towards EMD
- All documents supporting bidder's claim for pre-qualification criteria compliance.

The following documents shall be submitted **in original** in a sealed envelope-

- D.D towards Tender fee
- D.D or Bank Guarantee towards EMD

### **13.3. Technical Bid**

The following documents shall be uploaded as part of Technical Bid-

- (a) Technical bid letter in the company letterhead as per FORM TECH-1
- (b) Description of Approach, Methodology & Work Plan, CV of Resources as per FORM TECH-3 & 4
- (c) All documents supporting bidder's claim for Technical Evaluation as mentioned in Annexure-I

### **13.4. Commercial Bid**

- (a) Price Bid as per Annexure VI will be uploaded
- (b) The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- (c) The financial bid will be evaluated following the Quality Cost Based Selection (QCBS) method. Calculation method is given below under combined evaluation of technical & financial bid.
- (d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- (e) The bid price will include all taxes and levies and shall be in Indian Rupees. Type & Rate of taxes shall be mentioned separately.
- (f) Any conditional financial bid would be summarily rejected.

### **13.5. Bid Evaluation**

#### **13.5.1. Pre-Qualification Bid**

- i) The documentation furnished by the bidder will be examined prima facie to see if the technical skill base and financial capacity and other bidder attributes claimed therein are consistent with the requirements of this project and meet the eligibility criteria as specified.
- ii) The evaluation committee may ask bidder(s) for additional information, visit to bidders' site and/or arrange discussions with their professional, technical faculties to verify the claims made in bid documentation.
- iii) Any proposal not complying with the requirements of the eligibility criteria may not be processed further.

#### **13.5.2. Technical Bid**

The technical bids of only those bidders, who qualify in the evaluation of the pre - qualification bids, shall be opened. The Technical Bid will be examined by the evaluation committee on the basis of responsiveness to the evaluation criteria and

points system specified. Technically qualified bidders shall be called for presentations to allow them to present their proposed solutions to the committee and the key points in their proposals.

The proposal review committee may undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process.

The bidders, who score a technical score (TS) of more than 70%, will qualify for the evaluation in the financial process.

### 13.5.3. Financial Bids

- i) The Financial Bids of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below-
- ii) All the taxes and other levies indicated in the Price Bid will be taken for the Price Bid evaluation as a part of the price as detailed below.
- iii) The Total Value of the Price bid shall be arrived by the following method  
Total Value = Total Cost of Part A + Total cost of Part B + Total cost of Part C
- iv) The list of Bidders will be ranked in ascending order (i.e.) Bidder quoting the lowest price (L1) will be ranked first and so on.
- v) The L1 bidder will be awarded 100% score.
- vi) Financial Scores for other than L1 bidders will be evaluated using the following formula

$$\text{Financial Score of a Bidder (FS)} = (\text{Price bid of L1 bidder}) / (\text{Price bid of the Bidder}) \times 100 \% \text{ (adjusted to 2 decimals)}$$

However, DEPARTMENT does not bind itself in any way to select the bidder(s) offering the lowest price.

#### **Joint technical & financial evaluation**

DEPARTMENT shall follow a Quality cum Cost Based System (QCBS) for finalization of the vendor. A composite weight age shall be calculated for those bidders whose bids are found to be in order.

The weight age for the composite evaluation is as described below:

- i. Technical – 70%
- ii. Financial – 30%

Bidder with the highest composite score **(CS) = (Technical & Financial–TS\*0.7 + FS\*0.3)** will be called for negotiating the contract. In case of a tie in the overall score bidder with the superior technical score will be invited for negotiations first.

## 14. Annexures & Forms

### Annexure I: Pre-Qualification Criteria

#	Criteria	Documents Required
1	The Bidder should be a company registered under the Companies Act, 1956/ proprietorship and in operation for at least 5 years as on 31.03.2021 and should have their registered office in India.	Copy of Certificate of Registration / Details of Registered Office, with Contact persons
2	The Bidder must possess a valid: - a) Company Registration Certificate b) VAT/ Sales Tax Registration Certificate c) Service Tax Registration Certificate d) PAN Number	Copy of mentioned certificates and PAN Card
3	The Bidder should deposit Earnest money & Tender Cost along with the pre-qualification bid. The bid received without the same will be summarily rejected	EMD & Tender Cost as mentioned in RFP
4	The Bidder must be a profit-making company and should have positive net worth of minimum Rs. 50 Lakh in each of the last three financial years ending as on March 31, 2021	Net Worth certificate from Auditors / CA for last three years
5	The bidder must have a minimum Average Annual Turn Over of Rs. 50 Lakh in last three Financial Years ending on 31-Mar-2021	Auditor's / CA Certificate for turnover along with the balance sheets and P&L Statements for respective years
6	The bidder should have experience of Implementing minimum 1 e-Governance projects involving development and roll out of application software with minimum project value of Rs. 10 lakh each for any Government Department/PSU/Govt. Authority/ University in India within last 5 years.	Contract agreement/Work orders establishing the project value & documents for Project completion/continuation must be submitted for consideration
7	The bidder should have experience of design, development, implementation & maintenance of Application software in at least 1 Government Department/PSU/PSE/reputed organizations/Universities	Contract agreement/Work orders & documents for Project completion/continuation must be submitted for consideration
8	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government departments/ agencies/ ministries or PSU's and should not be blacklisted at the time of bid submission	Declaration from Authorized Signatory
9	The RFP Document shall be signed by a person duly authorized to bind the organization to the Contract.	Power of Attorney (on stamp paper of Rs 100/-)

Technical bid of only those bidders will be opened who will qualify in the pre-qualification bid evaluation.

## Annexure II: Technical Scoring Pattern

#	Description	Criteria	Marks
1	The bidder must have a minimum Average Annual Turn Over of Rs. 50 Lakhs In last three Financial Years ending on 31-Mar-2021 <i>(Turn over should not include supply or installation or maintenance of any Hardware or Base Software.) (Bidders must submit Auditor's / CA Certificate for turnover along with the balance sheets and P&amp;L Statements for respective years. In case the audited financial documents are not available for FY 2020-21, provisional documents may be submitted)</i>	50 lakh  3 marks to every additional 3 lakhs  <i>E.g. : A firm having turnover of 60 lakhs will have marks: <math>(5 + ((65-50)/03)*3) = 20</math> marks</i>	5 Marks  Maximum 20 Marks
3	The bidder should have experience of completing Minimum One e-Governance projects involving development and roll out of application software with any Government Department/PSU/Govt. Authority in India within last 5 years. <i>(Bidders must submit Contract agreement/Work orders establishing the project value &amp; evidence towards Project completion for consideration)</i>	Upto 1 Projects  6 Mark for each additional project  <i>E.g. : A firm having 6 will have marks: <math>5 + ((6-1)*5) = 30</math> marks</i>	5 Marks  Maximum 30 Marks
4	The bidder should have experience of design, development, implementation & maintenance of software solution related to education in at least 1 Government Department/PSU/PSE/reputed organizations. The ongoing projects shall also be considered for evaluation. <i>(Bidders must submit Contract agreement/Work orders establishing Implementation &amp; documents for Project completion/continuation)</i>	Upto 1 educational project of project value of less than 10 lakhs  10 Mark for software development in educational project of project value of more than 10 lakhs	2 Marks  Maximum 5 Marks
6	Office at Ranchi	Local Presence	5 Marks
7	ISO Certifications	ISO 9001:2008 and ISO 27001:2013	5 Marks
8	CMMI	CMMI 3 & above	5 Marks
7	Technical Presentation (20 Minutes) <i>(The Technical Presentation is mandatory for qualifying in the Technical Bid)</i> (i) Work Plan Approach & Methodology (iii) Resource Engagement & Institutional Support (iv) Knowledge Transfer & Training Plan		30 Marks
<b>Maximum Total marks</b>			<b>100</b>

Minimum qualifying mark for opening of commercial bid is **70%**. Commercial bid of only those bidders will be opened which are technically qualified in the technical evaluation.

## **15. SELECTION OF VENDOR**

1. The interested vendors may carry out the study of the requirements at their own cost, based on the Terms of Reference (TOR) of DSPMU, Ranchi.
2. The technical proposals submitted by the vendor shall be evaluated by a Technical Evaluation Committee.
3. The short-listed vendors may be called to provide detailed demonstration of similar types of works undertaken by them earlier, on specified date as will be decided by the DSPMU, Ranchi, in consultation with the vendor.
4. The financial proposal of the short-listed vendors will be evaluated by the Evaluation Committee formed by the authority of the DSPMU, Ranchi.
5. In the event of any dispute or differences in connection with the RFP the same will be subject to an arbitration of Registrar, Dr. Shyama Prasad Mukherjee University, Ranchi (DSPMU) and the same will be governed by the provision Industrial Disputes (Jharkhand Amendment) Act, 2016.

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.

*(Please fill-up the FORMS in next three pages with utmost care.)*

FORM-A

**Pre-qualification Criteria:**

**Eligibility Criteria and supporting documents required for Submission of RFP Response:**

S.No.	Eligibility Criteria	Supporting Document Required	Yes/ No and Deviation, if any
1	The vendor shall be a single entity, registered as a Company, Firm or Society under respective acts in India and should have existence in India for the last five years.	Self-attested copies of Company Incorporation Certificate or Registration Certification from ROC.	
2	The vendor must be registered in India with appropriate tax authorities.	Self-attested Copies: a. GST Registration b. PAN Card	
3	The vendor has to submit Income Tax Return for last three years.	Self-attested Copies of IT Return of last three years.	
4	The vendor should have average business turnover as mentioned pre-qualification criteria.	a. Self-attested Copies of Certificate from the Chartered Accountant of the Organization. b. Self-attested Copies of Audited Balance sheets for last three years.	
5	Should have technically qualified and well-experienced strong in-house resource based on company roles.	Resumes of key resources available on company roles. (With proper seal and Signature)	
6	Copies of documents/purchase orders and letter of completion from customers for similar projects completed.	Self-attested copies of the major projects completed proving the experience as mentioned in Pre-Qualification criteria.	
7	The vendor should furnish an undertaking to the effect that the firm has not been black listed in India.	Undertaking document with proper seal and signature.	
8	Processing fee of Rs 1,000/-(non-refundable.)	Through Demand Draft of any nationalized bank, in favour of The Registrar, Dr. Shyama Prasad Mukherjee University payable at Ranchi.	
9	EMD (Earnest Money Deposit) of Rs 50,000/-.	Through Demand Draft of any nationalized bank, in favour of Registrar, Dr. Shyama Prasad Mukherjee University payable at Ranchi.	
10	Form A	Form A should be submitted on the company's letter head duly sealed and signed by the authorized person.	
11	Form B	TENDER Letter Performa	
12	Form C	Details of experience	
13	Letter of Authorization	Authorizing signatory	

FORM B  
RFP Letter Proforma

To,  
The Registrar,  
Dr. Shayama Prasad Mukherjee University  
Ranchi – 834008

**Sub:** Request for Proposal from reputed software consultancy firms for Supply, Design, Development, Customization, Integration, Testing, Training, Implementation and Three year on-site Comprehensive Warranty Maintenance and Support of Tailor-Made Examination Data Processing (EDP ) Application solution including Disaster Recovery for the Dr. Shyama Prasad Mukherjee University, Ranchi.

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

S. 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)	

We have enclosed the required documents as per Form A.  
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)

Name:  
Designation:  
Seal:  
Date:

Witness by –  
Signature:  
Name:  
Address  
Date:  
Place

FORM-C

**Details of experience of handling EDP projects related activities:**

<b>Sl. No.</b>	<b>Name and Address of the client</b>	<b>Date of start of the work</b>	<b>Date of completion</b>	<b>Project Details</b>	<b>Cost of the Project</b>
1.					
2.					
3.					
4.					
5.					

**Note:** The 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 are free to attach extra sheets.

FORM-D

**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 DSPMU, 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 DSPMU 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 DSPMU shall be acceptable & binding upon me/us.

.....  
(Signature of Proprietor/Partner /Chief Executive)

Name:

Date:

Place:

PROFORMA - I

**DECLARATION regarding NON - Blacklisting**

Date:

To,  
The Registrar,  
Dr. Shayama Prasad Mukherjee University  
Ranchi – 834008

Sub : Request for Proposal from reputed software consultancy firms for Supply, Design, Development, Customization, Integration, Testing, Training, Implementation and Three years on-site Comprehensive Warranty Maintenance and Support of Tailor-Made Examination Data Processing (EDP)Application including Disaster Recovery for the Dr. Shyama Prasad Mukherjee University, Ranchi.

Dear Sir/Madam,

In response to your RFP Ref No. \_\_\_\_\_, as a Proprietor/Director/Owner of M/s. \_\_\_\_\_, I/We hereby declare that our Company is not blacklisted by Government of India/Government of Jharkhand or any other state government/union territory as well as there are no criminal cases against company and any of the board members.

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 Authorized Signatory with Name, Designation & Seal)

PROFORMA – II

**VENDOR'S AUTHORISATION CERTIFICATE**

To,  
The Registrar,  
Dr. Shyama Prasad Mukherjee University  
Ranchi – 834008

Sub : Request for Proposal from reputed software consultancy firms for Supply, Design, Development, Customization, Integration, Testing, Training, Implementation and One year on-site Comprehensive Warranty Maintenance and Support of Tailor-Made Examination Data Processing (EDP) Application including Disaster Recovery for the Dr. Shyama Prasad Mukherjee University, Ranchi.

Dear Madam/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:

COMMERCIAL BID FORMAT

**(Only for reference, to be submitted in Company's Letter Head)**

<b>S. No.</b>	<b>Description</b>	<b>Cost* (INR)</b>
1.	Design, Development, Deployment of EDP Application. (One time)	
2.	Historical Data migration from existing legacy applications. (One time)	
3.	Annual EDP application maintenance Cost, charges of Server maintenance, Fees including upgradation & modification of EDP as and when required.	

\* The selection will be made purely on the basis of the cost quoted for the description mentioned at S. No. 3.

SCHEDULE OF PAYMENT

<b>S. No.</b>	<b>Description</b>	<b>Cost</b>
1.	On Completion of first delivery of agreed # of modules with historical data migration (if any) and Data entry.	20% of the contract amount
2.	On Completion of next delivery of agreed # of modules with historical data migration (if any) data entry.	30% of the contract amount
3.	On completion of the entire project & hosting in the Data Centre /JAPIT/JHSDC/Other	10% of the contract amount
4.	Other Annual Cost	@10% every Year (10% of the project cost paid post maintenance of every year up to 4 Years=40%)

*Note: The contract shall be initially for five years. Contract may be extended to another one or more years on satisfaction of the work.*

\_\_\_\_\_  
(Seal and Signature of Proprietor/Partner/Chief Executive)

Name:

Date:

Place: