

Invitation For Proposals And Quotation For Implementation Of Cloud Based Digital Campus



E-TENDER DOCUMENT

FOR

**IMPLEMENTATION OF CLOUD BASED DIGITAL
CAMPUS SYSTEM**

Central Institute of Petrochemicals Engineering & Technology (CIPET)

*(Department of Chemicals & Petrochemicals, Ministry of Chemicals & Fertilizers, Govt. of India),
TVK Industrial Estate, Guindy, Chennai – 600 032*

www.cipet.gov.in

Disclaimer

1. This RFP document is neither an agreement nor an offer by CIPET to the prospective bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.
2. CIPET does not make any representation or warranty to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for CIPET to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by CIPET in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. Each prospective bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.
3. CIPET will not have any liability to any prospective bidder or any other person or firm under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Contract, the information and any other information supplied by or on behalf of CIPET or their employees, any bidder or otherwise arising in any way from the selection process for the Project. CIPET will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon any statements contained in this RFP.
4. CIPET will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that CIPET is bound to select a bidder or to appoint the selected bidder, as the case may be, for the services and CIPET reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. CIPET also reserves the right to withhold or withdraw / cancel the process at any stage with intimation to all who submitted the proposal to this RFP.
5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. CIPET accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. CIPET reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of CIPET.

Bid Sheet and Key Dates

S. No.	Information	Remarks/ Date
1.	About the Assignment	Implementaiton of Cloud based Digital Campus Sytem
2.	Name of the Tender Inviting Authority	Principal Director (ASI), CIPET Head Office,
3.	Earnest Money Deposit(EMD)	NIL
4.	Selection Method	Tender will be awarded to the Bidder with the highest score based on the Quality and Cost Based Selection (QCBS) Evaluation Method
5.	Proposal validity period	120 days
6.	Date for Release of Request for Proposal (RFP)	10.03.2021
7.	Tender document	Tender document can be downloaded from http://www.cipet.gov.in/tender-notice/index.php or www.tenderwizard.com/CIPET
8.	Last date for Submission of written queries for clarifications	12:00 hrs 19.03.2021
9.	Contact person for queries	Principal Director (ASI), CIPET Head Office,
10.	Date for responses to the queries	24.03.2021
11.	Date for Pre bid Meeting	23.03.2021
12.	Last date for Submission of bids in only online mode	5:00 pm; 31.03.2021
13.	Opening of Technical Proposals	01.04.2021
14.	Technical Presentation and Demo of Product	To be communicated later
15.	Opening of Financial Proposals	After completion of technical evaluation by Team to be communicated later.
16.	Contact Details for any queries	Principal Director (ASI), CIPET Head office Email: hocipet2018@gmail.com Contact No: 044-22254780 Ext: 500; 610;620 or 044 -22254514;

The Document is non-Transferable. In case a Holiday is declared on the day of the event, the same will be held on the next working day at the same time and same venue.

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1. CIPET Requirements

1.1. About CIPET

CIPET has been functioning with a global vision to create plastics technology professionals and entrepreneurs and contribute towards sustainable growth of plastics & allied industry. To achieve its objectives, CIPET is offering a wide range of Academic Programs in various disciplines of Plastic Engineering & Technology with varying levels of entry qualification leading to Diploma, Post Diploma, Postgraduate Diploma, Degree, Postgraduate and Doctoral programs.

CIPET provides a perfect ambience conducive for learning and has been consistent in maintaining excellence in the academic standards. With experienced faculty, enriched library, stimulating research opportunity and modern infrastructure facilities, CIPET blends of modern day teaching techniques with a traditional emphasis on imparting technical knowledge that makes learning an enjoyable experience. The institute focus on Long term professional skill development programs (Academic) and short term vocational skill development programs.

The academic pursuits are categorized into the following four levels in accordance with the human resource requirement of Indian Polymer & allied industries.

Level I – Doctoral, Postgraduate & undergraduate Programs are high-ended Programs at Institute of Petrochemicals Technology (IPT).

Level II – Conventional CIPET's Diploma, Post Diploma and Postgraduate Diploma Programs at all CIPET Centres.

Level III – Industry specific Programs.

Level IV – Operator level Programs including non-conventional Programs at Selected Centres of CIPET.

1.2. Program Overview

CIPET intends to venture in the field of Institute management System for complete automation of all Academic administration process followed in the Institute. CIPET is looking for a cloud based integrated Digital Campus system. It is intended that the system will provide automation in line with Government of India's Digital India Mission and official activities are carried out in a paperless, quick, easy and effective manner and at the same time it brings greater transparency and accountability.

The system should be equipped with modern technologies such as Cloud Computing, Mobile Platform, Online Payment Gateway and Auto SMS/Email. The system should provide secure, accurate and timely information to all users at all levels for better information and decision making.

In this context, CIPET intends to select a firm by issue of Request for Proposal for Implementation of Digital Campus System that is hosted on a Cloud, under “Software as a Service (SaaS)” model. The respondent shall be invited to submit a Technical Proposal, along with Commercial Proposal. These proposals will be the basis for hiring of firm for implementation and support of the system. The contract will be valid for a period of 5 years and can be extended on mutual consent of both organizations. For the duration of the contract),CIPET intends to run the application in a ‘Managed Services’ model implying that the bidder will deploy manpower to Implement and Manage the system across all the operational processes. Scope of responsibility of bidder will be configuration of the system to make it ready for use, while the CIPET be responsible for entering transactions in the system.

2. Key RFP Terms and Conditions

2.1. Cost of Bidding

1. The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
2. The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm’s risk and may result in the rejection of the bid.

2.2. Amendment in Tender Document

1. At any time up to the last date for receipt of RFP, the firm may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective firm, modify the Bid Document by an amendment.
2. The amendment will be notified on CIPET website and by e-mail to the prospective bidders who have received the Bid Documents and will be binding on them.

2.3. Key Contract Terms

2.3.1. Arbitration

1. All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.

2. Any dispute not resolved by mutual consultations shall be settled through arbitration by arbitrator duly appointed by the Director General of CIPET. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Chennai. It is the terms of this Contract that in the event of such arbitrator to whom the matter is originally referred, being transferred or on vacating his office, being unable to arbitrate for the aforesaid reason, his successor shall be appointed as Sole Arbitrator by the aforesaid authority and the new incumbent shall resume arbitration proceedings from the stage where his predecessor has left. The Arbitration may from time to time, with the consent of the parties, enlarge the time for making and publishing the award subject to the aforesaid, the Arbitration and Conciliation Act, 1996, shall apply to the aforesaid arbitration proceedings. The performance under this Contract shall not stop for any reason whatsoever during the said dispute / proceedings, unless the supplier / party are specifically directed by CIPET to desist from working in this behalf. The award of Arbitrator so appointed shall be final and binding upon the parties hereto.
3. Arbitration cost will be borne jointly by both the parties to the Contract.

2.3.2. Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by bidder in the provision of the Services shall exclusively belong to BIDDER or its licensors ("BIDDER Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the BIDDER Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to BIDDER or its licensors and the CIPET shall not be entitled to claim any rights therein. All rights, title and interests in the CIPET Data shall always remain with CIPET. However, BIDDER shall have the right and license to use CIPET Data for support, testing and product enhancement purposes with permission from CIPET. CIPET agrees that BIDDER shall have the right to list the CIPET's name in its marketing material and use CIPET logo with respect to such listing and for reference purposes. CIPET acknowledges that the provision of the Services hereunder by BIDDER shall be on a non-exclusive basis and BIDDER shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude BIDDER from providing such services or performing such obligations to its other clients.

2.3.3. Payment Terms and Conditions

The payment to the Selected bidder shall be made in Indian rupees and shall be paid as per the details mentioned in Financial Bid. No other advance payment shall be made. A Bank Guarantee of amount limited to of total value of lump sum of one time setup charges to be submitted by the bidder at the time of signing in the contract/or release of advance payment.

In case of non- fulfillment of the Selected bidder's specific obligation as under the contract, which non-fulfillment leads to data loss/ non compliance of event based log/ data saving. The Selected bidder shall indemnify CIPET to the extent of any loss suffered by CIPET as a result of such data loss/ non-compliance of event based log/ data saving. However, the total liability of the Selected bidder under this clause as well as under any other clause of the contract shall be

limited to total amount payable by CIPET to the Selected bidder (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence.

2.3.4. Representations and Warranties

Bidder warrants that the Services will be provided in a skillful and workman like manner and in conformity with the scope described in Scope of Work Proposed Functional Scope of this document. Notwithstanding the aforesaid, any Services which are provided by bidder free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party. As set forth in this clause, bidder makes no warranties to CIPET, expressed or implied, with respect to any services or deliverables provide hereunder or under scope of work including without limitation and implied warranties of Merchantability or fitness for a particular purpose. All such other warranties are hereby disclaimed by bidder.

2.3.5. Limitation of Liability

Neither CIPET nor the bidder shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total cumulative liability of either party under this Agreement shall not exceed in aggregate the amount paid to bidder by the CIPET for the Service that gives rise to such liability during the twelve month period immediately preceding such claim. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from (i) the wilful misconduct; (ii) breach of the use terms in respect of use of bidder Application System; and (iii) breach of confidentiality obligations. Bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of CIPET to perform any of CIPET's obligations. In such event, bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge CIPET for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

2.3.6. Confidential Information

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving

Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party's Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party's Confidential Information, or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party's written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

2.3.7. Force Majeure

Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.

2.3.8. Language of RFP

The RFP prepared by the firm and all correspondence and documents relating to the RFP exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

2.4. Non-Disclosure

The firm and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract, terms, prices or the client's business or operations details without the prior written consent of the client.

3. Eligibility and Pre-Qualification Criteria-

The minimum pre-qualification criteria for the bidders to be eligible for this RFP process are specified below. Responses not meeting the minimum pre-qualification criteria will be rejected as soon as such proposals are received, and will not be considered for Technical evaluation.

S. No.	Pre-qualification Criteria	Supporting Document
1.	The firm should be an Indian registered company engaged in the job of design/ consulting for minimum of 10 years in India as on date of RFP. Consortium of companies/ firms is not allowed.	Certificate of Incorporation
2.	The bidder shall be a registered company in India with valid Service Tax Registration, GST Registration and PAN number allotted by the respective authorities. No TAX liabilities in Last three years on the bidder.	Service Tax registration certificate, GST Registration Certificate and PAN number, Last Three Years Income Tax Return (ITR)
3.	The bidder should neither have been blacklisted by any Central Government/ State Government/ PSU /Government Bodies/ Autonomous Bodies/Private Sector nor should have any litigation enquiry pending with regards to the works executed by it in the last three years (FY 2017 – 2018, 2018-19 & 2019-20).	The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value INR 100/- (Rupees One Hundred Only)
4.	The firm should be a profit-making concern for each of the last three consecutive years, with Annual turnover of at least INR 100 Crores in each of the last 3 financial years (FY 2017 – 2018, 2018-19 & 2019-20).	Audited/ Certified financial statements
5.	The group/firm should have Primary Data Centre with back-up Secondary Data Centre for data Security as per the Government of India, National Data Sharing and Accessibility Policy (NDSAP) guidelines in this regard. Both the data centers should be located in India. The data center must be tier-3 data center or above certified, and must be ISO/IEC 27001 security certified	Cert-in certification, ISO/IEC 27001 certificate and self-declaration signed by the Authorized Signatory

	The bidder must provision BCP site & DR for ensuring the continuous availability of the solution. The BCP and DR should be in two different seismic zones.	
6.	The bidder should have been certified enterprise-wide at ISO 9001 and 27001	Attested copy of valid (as on bidding date) ISO certificate
7.	The firm should be CMMi 3 (Both services (SVC) and software development (DEV))	Signed Copies of Certificates
8.	The bidders shall have minimum manpower strength of 500 persons on the rolls of the bidder	Submit audit statement of previous financial year mentioning the number of full time employees
9.	The bidder should own the copyright of the source code of the solution. The bidder should follow a product release cycle	Certificate of the Copyright to be submitted
10.	The bidder must have implemented at least 2 similar scope of work during the last 2 financial years with at least one project more than 10000 users as part of contracted scope	Contract Copy or Work Order or Experience Certificate
11.	Bidder's must have experience in implementation of education automation product in at least 10 Central/ State Universities/Boards/ Private Universities/ Educational Institutes in India	Contract Copy or Work Order or Experience Certificate

4. Bid Evaluation Process

a) Evaluation criteria will be based on evaluation of the bidder meeting the technical qualification (including eligibility criteria) and subsequently evaluation of financial bid. The evaluation shall consist of following phases:

- i) Phase I – Evaluation of Technical bid
- ii) Phase II - Evaluation of Financial bid following QCBS Method

b) It is mandatory for the bidder to qualify all the Technical qualifications (including eligibility criteria) to be technically qualified and for being considered for opening of their Financial Bid and evaluation thereof.

Phase I - Evaluation of Technical Bid:

- Detailed technical evaluation shall be carried out and other conditions in the tender document to determine the substantial responsiveness of each bid. For this clause,

the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender.

- The evaluation committee may call the responsive bidder(s) who comply all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology/offered solution is best suited for CIPET. However, the committee shall have sole discretion to call for discussion/presentation.

Phase II - Evaluation of financial bids:

The financial bid shall be opened of only those Bidders who have been found to be technically eligible. The CIPET shall inform the date and time for opening of financial bid.

Bidder Proposal shall be given scoring as below

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points. As per the technical evaluation criteria.

The bidder who has quoted the lowest price will be assigned a score of 100 in the financial bid. The other bidders will be allotted score relative to the score of bidder with the lowest quote as below:

$$Fs = 100 * FI / F$$

Where:

Fs = The financial score of the Financial Proposal being evaluated

FI = The price of lowest priced Financial Proposal

F = The quoted price of Financial Proposal under consideration

QCBS Evaluation

The score of technical proposal including presentation would be given 80% weightage, and the financial proposal would be given 20% weightage. The weighted combined score of the Technical bid including presentation (Ts), and Financial proposals (Fs) shall be used to rank the bidders on the basis of formula given as below:

$$\text{Combined Score} = 80 \% * Ts + 20 \% * Fs$$

Bidder with highest Combined Score shall be declared selected Bidder.

P.S.: In the event that two or more Bidders/organizations with same final score, the Bidder with more marks in technical evaluation shall be selected
Evaluation Criteria

In the below table, technical parameters for technical evaluation are mentioned:

S. No.	Technical Parameters	Maximum Marks
1.	Average Annual Turnover of the Bidder during the last three (3) financial years (FY 2017 – 2018, 2018-19 & 2019-20) >= INR 100 Crores : 10 (marks) >= INR 75 Crores and < INR 100 Crores : 07 (marks) >= INR 50 Crores and < INR 75 Crores : 04 (marks)	10
2.	CMMi Certification of the Bidder Level 5 Services and Development : 10 (marks) Level 5 Services or Development : 07 (marks) Level 4/3 Services and/or Development : 04 (marks)	10
3.	Total employees on pay roll of the bidder for the proper execution of the contract >500 employees : 10 (marks) >300 – 500 employees : 07 (marks) > 200 – 300 employees : 04 (marks) < 200 employees : 0	10
4.	Bidder's experience in implementation of cloud based Institute management system at multiple physical sites as part of a single Central/ State university project >=100 sites : 10(marks) <100 sites and >=75 sites : 07(marks) <75 sites and >=50 sites : 04(marks)	10
5.	Bidder's experience in implementation of automation projects in Government Departments/ PSUs/ Educational Institutions in India during last 3 Financial Years (FY 2017-18 onwards). (Cumulative value of top three qualifying projects will be taken into consideration) >= INR 10 Crores : 10 (marks) >= INR 7.5 Crores and < INR 10 Crores : 07 (marks) >= INR 5 Crores and < INR 7.5 Crores : 04 (marks) < 5 Crores : 0	10
6.	Bidder's experience in implementation of education automation solutions in Central/State Universities/Boards/ Private Universities/ Educational Institutes in Indian India >=15 : 10(marks) >=12 : 07(marks) >=10 : 04 (marks)	10
7.	Total number of student users, in one Central/ State University, where proposed solution has been implemented. >= 100,00 student Users : 10 (marks) >= 5000 student Users and <10,000 student Users : 07 (marks) >= 3000 student Users and < 5000 student Users : 04 (marks) < 3000 Student Users : 0 (marks)	10
8.	Technical Presentation - Demonstration of firm's own developed software solution (currently in use by some clients) having functions as per the requirements in the RFP. Integrated solution will carry higher weightage in the Technical Presentation.	30
	Total	100

5. System Overview

5.1. Deployment Model

The Bidder is responsible for all the hardware required for running the application and storing the data and will be deploying the hardware on cloud in minimum Tier 3 data center. The Bidder shall provide all necessary processes and functionality to deliver the benefits of cloud computing which includes virtualization, multi-tenancy, automated provisioning, dynamic provisioning and rapid scalability of the system resources.

The bidder shall provide the product and any associated services on a cloud based subscription model by delivering the “Software as a Service”. All the stakeholders shall be provided access to the system as per the specific requirements. The bidder shall ensure the below points:

- **Accessibility:** End user shall not require any software installation to run the solution. Only standard browsers such as Mozilla and Chrome shall be required to access and operate the system. Moreover, users should be able to access the system using any internet connected device.
- **Reduced TCO:** The bidder shall ensure that minimum CAPEX investment is required. The provisioned system shall not require any investments on servers and infrastructures.
- **Scalability:** The Bidder shall demonstrate with relevant proof that the provisioned system can be scaled up to a level to meet the requirements.
- **No technology Obsolescence:** The Bidder shall ensure that the provisioned solution shall be based on a perpetual beta model to ensure the upgrade the functionalities, user interface and statutory compliance as a planned activity.
- **Business Continuity** –The Bidder shall be responsible for a Business Continuity Management System (BCMS). As part of this following must be ensured -
 - Provision in the event of system or network failure, there must be a back-up circulation function capable of handling all issue and return transactions without disruption to services.
 - Provision for the recovery of transactions must be possible as soon as the system is back online.
 - Provision for all recovered transactions to be time stamped so that later transactions supersede earlier ones.
- **Security** - The scope of the security requirements covered shall cover all infrastructure components and resources (hardware and software, physical and logical) and processes used in the provisioning and management of the System Services.
The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the entire SaaS cloud environment (SaaS services and operations) by which System is operating and relying upon. Details of Security requirement is captured in subsequent sections.
- **Integration** - The system should support REST services to enable integration with 3rd party applications.
- **Device** - The solution shall be device agnostic.

5.2. Implementation Model

The proposed solution shall be implemented as a managed services delivery. Bidder is responsible for setting up the system initially as part of implementation and also configure the system “ready for use” every term and year as needed. Results processing should be done by the bidder based on CIPET’s requirements configured in the system.

Below table shows ownership of work between CIPET and Bidder.

Ownership of work			
Configuration	Data Upload	Transaction	Deliver Output
Bidder	CIPET (provide data) Bidder (upload data)	CIPET/ End User	Bidder

6. Scope of Work

Cloud based Institute Management system should have support for the following 3 key processes:

1. Student Affairs
2. AcademicAffairs
3. Administrative Affairs

6.1. Student Affairs

6.1.1. Student Profile

The student management module shall help CIPET to maintain the student records of all the students admitted into CIPET and make these details available to students, parents and other stakeholders. It shall have a provision to keep a record of the basic, academic and personal details of the students, their 360 degree view of academic performance and all Institute interactions

6.1.2. Fee Management

The Fee Management module shall cater to all types of fees to be paid by the students to CIPET Centres and CIPET Head Office. This module shall be designed to be used by the student throughout their respective course of study. This module must be able to generate automatic notifications/reminders etc. and shall have provisions to automatically send them to students and parents through automated emails and SMS. Also, it must be fully integrated with Finance and Accounting module of CIPET Centres and Head Office.

6.1.3. Letter Management

This module shall help in designing any letter formats needed in the life cycle of a student. e.g. student letters, administrative letters, ID cards, certificates such as TC, Migration Certificate and many more, as required by the Institue. There should be provision for students to apply for a letter and admin to approve or reject the request.

6.1.4. Student Leave Management

This module shall have provision for students to apply for leave; view the approval status and leave history. The leave workflow shall be configurable based on Institute needs. The approver can approve or reject the request. While applying for leave, the student should be able to view the sessions that he/she will be missing, on the academic timetable.

6.2. Students Academics Management

6.2.1. Student Timetable and Attendance Management

This module shall help in creating and managing timetables and marking student attendance. It should have provision for daily and weekly view of timetable, automatic generation of timetable based on rules, support for student selected time table. Biometric integration to capture student attendance is also required.

6.2.2. Student Discipline Management

This module shall support efficient management of the Discipline related incidents. System should have a provision to apply for a disciplinary action/fine, restrict access to Library and/or hostel and generate Warning/Action letter.

6.2.3. Student Feedback Management

This module shall provide configurable capability to custom create student feedback templates. It shall help in configuring and capturing responses of students, faculty, employees and other stakeholders of the Institute. It should have support for analyzing feedback.

6.3. Examination management

The Examination Management module shall support all pre-exam and during-exam processes while planning and conducting the Semesterwise including Mid Term and supplementary exams. All the activities during each of the phases are mentioned.

6.3.1. Exam Enrollment

Registration and Application module shall manage the end-to-end tasks involved in registration of students to the Semester/Supplementary exams. This includes configuring the online application form and the entire process including verification, examination fee payment through three distinct channels (online, bank challan and Centre counter), acknowledgement receipt and registration number and certificate creation. Application module shall manage the end-to-end tasks, including managing applicants in the Centres, configuring the online application form and the entire process.

6.3.2. Question paper management

The proposed System should facilitate online creation of Question paper from Question Bank approach supporting multiple question types in English.

6.3.3. Admit Card Management

This module shall manage the below activities

- Admit Card Generation – Generation of Admit card with photo, signature.
- Students should be able to download the admit card and print the same.
- Holding admit cards if the Student is not eligible for the Examination

6.3.4. Exam Duty Management

This module shall manage the below activities

- Exam Duty Management – Assign faculty for exam duty and manage their attendance
- Exam Attendance Capture – Marking of attendance of students on the day of the exam
- Exam Day Reports – Reports like nominal rolls center wise, Attendance Capture sheet

6.3.5. Internals and Attendance

This module shall manage the below activities

- Internal Marks Capture – By colleges for the internal exams conducted during the term
- Practical Marks Capture – By external examiners for the practical exams conducted for the end semester exam

6.4. Results Management

This module shall manage the below activities

- External Marks Capture – Upload of external marks for end semester exam. OMR capture or bulk upload
- Results Processing – Processing of results to arrive at final normalized / graded marks and grade. Includes SGPA / CGPA calculation. Creation of backlogs for failed subjects.
- Results Publishing – Publishing of results for students to view online.
- Results Review – Request for re-totaling and re-evaluation of marks by students along with payment of applicable fees.

6.5. Certification

This module shall manage the below activities

- Result Certificates – Generation of Mark Sheets, Tabulation of Result (TR), Transcripts, Migration Certificates, Provisional Certificates.
- Digital Certificates – Generation of Diploma/Degree certificate that can be digitally verified.
- National Academic Depository – Integration services to digitally store mark sheets and degree certificates

6.6. Evaluation process

Required system should have provision for –

- Digitizing answer scripts for the purpose of Marking in a secured environment.
- Mapping each digitized answer script to a secret-coded number to remove the identity of each student. CIPET's existing coding terminology can be adopted for this purpose.
- Providing a unique user ID and password to each evaluator and supervisor.
- Allocation of answer scripts to marking centers.
- Mapping of Supervisors and Evaluators to marking centers.
- Enabling all necessary checks like maximum marks allowed for each question, optional questions, un-attempted questions and no answer left un-marked.
- Automatic calculation of total marks awarded.
- Provision of review of an evaluated answer sheet by the Supervisor.

7.0 Administrative Affairs

7.0.1 Library Management

This module shall support in managing the various resources in the library, and maintaining the catalogue of items, processing issues and returns, booking and prioritization, other vendor interactions and collection of late fee and damages from students or faculty

7.1 Helpdesk Services

1. The Bidder must provide a helpdesk solution to log ticket under various categories which can be operated by CIPET and its appointed administrators.
2. Any technical defect identified must be attended by bidder's helpdesk team. A monthly Service Desk report shall be submitted to CIPET.
3. The Bidder shall make available its Technical support- Service Desk 6 days a week with support during working hours (between 9 am to 6 pm), with email, call and web support to CIPET team without any limit on the number of incidents reported.

7.2 User Training

Training plan will have to be developed by the bidder in line with overall project plan. The trainer needs to provide the training on the system in detail to the CIPET officials.

Training plan should include users at all levels. Bidder should facilitate separate training Schedules for University and Affiliated colleges based on the Scope. The training plan should be designed to train users in order to successfully handle the system, based on the roles and the responsibilities assigned to them.

7.3 History Data Migration

Bidder is expected to migrate past semester marks of all active students (In any form such as VB, MS Dos Net etc.), who are currently studying regular subjects or still having backlog subjects. CIPET will provide assistance in preparing data in excel templates that can be loaded into Bidder's system.

Scope of work does not include any printing services or exam day management services. Prices to be quoted exclusive of this.

8 Detailed Requirements

Given below are the detailed functional and technical requirements that are required as part of the proposed system. Bidder is expected to indicate the availability of each of this requirement in their product.

8.0 Functional Requirements

8.1 Student Affairs

Fees Management

S No	Functionality	Available (Y/N)	Remarks
1.	Provision to create Fee groups, Fee categories, Fee Heads and Fine Heads in Bulk as well as from front end		

2.	Provision to map fee head to applicable Finance and Accounting ledger account		
3.	Provision for configuring payment pattern of Fee Collection		
4.	Provision to create and manage fee structures and the respective fee schedules		
5.	Provision for creating Fee Exemptions (rebate/waiver ship) and Exclusions rule		
6.	Option to configure Refund rules		
7.	Ability to define Late Fee Rule		
8.	Provision for defining the document sequence pattern at site and organization level. Option for customization of fee receipts, fine receipts, fee challans as per CIPET norms.		
9.	Provision for setting up of inter unit accounting process for required fee components		
10.	Provision for ad hoc fee Generation for unscheduled fee collection,		
11.	Provision for doing instant refund and scheduled refund in bulk as per the refund policies configured in the fee structure/plan for the student		
12.	Provision for Reversal of transaction – in case of cheque bounce, or any wrong entry at the time of fees collection		
13.	Provision to define penalty configuration and collect penalty charges for cheque bounce scenarios		
14.	Provision of online payment gateway configuration for online fee payment		
15.	Provision for Scholarship Configuration		
16.	Provision for the fee admin to track all the fees adjustment, fund transfers and fee corrections /edit		
17.	Option of considering & Integrating Holiday calendar to arrive and adjust due date and amount		
18.	Provision for managing various types of fee collection transaction (Current Due, Arrears, Advance, Miscellaneous collection etc.)		
19.	Provision for defining Registration/Prospectus fee collection		
20.	Ability to define Pro-rata calculation of amount from the applicable Fee heads defined under a Fee structure/Fee Plan		
21.	Provision to do back dated transactions and manage the payment records parameters accordingly		
22.	Provision for the fee clerk to receive and record details of multiple payments of multiple modes in a single transaction.		
23.	Provision for auto adjusting of fees in case of batch change of the student		
24.	Provision for multi-currency support for fee transactions and flexibility to select currency for fee transactions.		

8.2 Student Profile Management

S No	Functionality	Available (Y/N)	Remarks
1.	Create Student details in the System through single entry or bulk upload		
2	Generation of Student roll number/registration number/login id automatically		
3	Role based access to Students for selected modules		
4	Ability for the Student to change his password		
5	Student should be able to edit his details post admission		

8.3. Academics Affairs

Student Timetable, Leave, Discipline, Feedback and Letter Management

S No	Functionality	Available (Y/N)	Remarks
1.	Define Academic Calendar with Events, Holidays and Vacations		
2.	Configure curriculum Subjects,subject type, subject group combination per academic session for a course		
3.	Define Syllabus of subjects with user level definition of Table of contents in terms of Unit, Sub-Units, Chapters, Topics		
4.	Define Up loadable Content, quiz, assignment for a Subject		
5.	Upload & map Assignment, Quiz, Content with respect to a timetable period as well after creation of timetable		
6.	Define credit points of subjects for every course & academic session as per the curriculum		
7.	Configure various parameters such as Activity, Timetable Week Structure, Period Duration and Period Type (Teaching, Non-Teaching, Break Timings etc.) for generating time-table		
8.	Maintain /Create classroom resources for lectures/labs to be used in timetable mapping		
9.	Generate timetable for a week or for the entire academic session. Option to directly upload either manually created timetable through a predefined template or generate timetable automatically.		
10.	Option to edit timetable or do bulk substitution in case of faculty unavailability, or updating schedule		
11.	View & Download "Edit logs of Timetable"		

12.	View & Download faculty and room conflicts in Timetable		
13.	Faculty should be able to Mark Attendance through their login page, provision to freeze the attendance after a specified time.		
14.	Biometric and smart card support for attendance capturing.		
15.	Configuration for sorting students based on roll no, registration no, alphabets		
16.	Ability to configure Attendance Fine and collect the same		
17.	Capture Attendance for events		
18.	Download detailed Timetable for a class for a week or complete session in PDF and worksheet Format		
19.	View Audit trail of letter requests, approvals and printing/ mailing history		
20.	Configure all kinds of letters such as regular administrative and academic letters, like Fee receipts, ID Cards, Hall Tickets, Issue Receipts		
21.	Provision to create feedback form by an authorized user.		
22.	Send Feedback mail to all or a selected group or students		
23.	Restrict feedback submission in a specific time range & date range		
24.	View Feedback responses and generate Feedback Summary Report and other extensive analysis		
25.	Create and categorize various Discipline Action Group, define the various actions and steps to be taken for a particular disciplinary action		
26.	Provision for Student Discipline Entry & Reverting of the actions if required by Admin/Faculty/Mentor		
27.	Option to Integrate Discipline action with Fine, Warning Letters, Separation & Provision for Blocking library membership, Hostel based on disciplinary action		
28.	View all the Disciplinary action History taken against a student		
29.	Define various leave types applicable for the students, Ability to define approvers for each workflow step for all the Leave Types for the students		
30.	Option for the student to track his Leave Request & approval History and its related impact on the number of lectures, periods missed for each subject		

31.	Log details of various health inspection drives		
32.	Configure fine/penalty in case of duplicate requests by students for any letters		

8.4 Examination Affairs

S No	Functionality	Available (Y/N)	Remarks
Registration			
1.	System should provide login (multiple) for CIPET Head Office		
2.	System should provide login (multiple) for CIPET Centres		
3.	System should provide the capability to update the student profile information by the affiliated colleges		
4.	Provision for registration of students with course of study and subjects		
5.	System should enable Online payment of exam fee		
6.	Provision for approval of students by colleges and University		
7.	Provision for payment reconciliation		
8.	System should enable the correction of registration form		
9.	Generation of registration number as per rules		
10.	Notification and Email notifications at various steps of registration		
11.	Reports Required: <ul style="list-style-type: none"> • Centre wise list of registered candidates • Correction of registration • List of registered candidates – sessionwise, coursewise, centerwise • List of registered for a period 		
Exam fee & Hall ticket			
12.	Provision for online form for regular students		
13.	Provision to manage examination fees		
14.	System should enable the Centres to approve examination forms of students		

15.	Provision for generation of student examination roll number upon HO approval, as per CIPET rules		
16.	Provision for online form for back candidates		
17.	Provision for online form for repeat candidates		
18.	Provision to define student eligibility check (Fees Payment, Last qualifying exam results and Permissible Backlog criteria)		
19.	Provision to manage examination fees for back candidates		
20.	Provision to allocate examination center to students based on rules		
21.	Provision for generation of nominal rolls and distribution		
22.	Provision for generation of Admit Cards (Hall Tickets) and distribution		
23.	Provision to capture internal and practical marks		
24.	Notification and Email notifications at various steps		
25.	<p>Reports Required:</p> <ul style="list-style-type: none"> • Filled up examination form • Exam Fee collection report • Exam Fee Pending list • Centre wise, subject wise, paper wise count of candidates • Centre wise, subject wise summary of candidates appearing in examinations • Centre wise allocation list of candidates 		
Exam Planning			
26.	System should provide for facility to assign faculty for exam duty and manage their attendance		
27.	System should enable upload of Exam Date Sheet / Time Table and generation of multiple views for various stakeholders		
28.	System should enable exam day reports – like nominal rolls center wise, Attendance Capture sheet		
29.	System should be able to generate Center wise, Day wise Answer book requirement		
30.	<u>System should enable Bar Codes for Coding Answer books</u>		
Exam Day Management			

31.	System should enable Exam Center wise, seating plan generation by Superintendents		
32.	System should enable Exam Center wise, day wise, attendance sheet generation		
33.	System should enable recording attendance of students and generate absentee report		
34.	System should enable recording answer book number against student attendance		
35.	System should enable day wise, exam center wise, QP usage and Answer book usage reports		
Result Processing			
36.	System should enable posting of students' external marks		
37.	System should enable collation of total marks across exam categories in every subject		
38.	System should enable reconciliation and Finalization of Marks after errors elimination		
39.	System should enable application of grace marks based on university rules		
40.	System should enable generation of final mark list		
41.	System should enable grading based on marking scheme defines and promote students based on final grade/ result		
42.	System should enable Result publishing – College wise and Student wise		
43.	Reports Required:- <ul style="list-style-type: none"> • Merit list • Toppers list Centre wise, Coursewise across student categories • Reports as per UGC and NBA/NAAC requirement 		
44.	System should enable students to raise Re-evaluation/ Photocopy/ Re-Totaling requests and subsequent processing		
45.	Provision for Provisional Mark sheets		

8.5 Question Paper Management

S No	Functionality	Available (Y/N)	Remarks
1	Minimum Three Tier Security mechanism to ensure no leakage of Question Papers		
2	Master data entry – Course / Subjects, Question paper setters and Moderators, Examination details like Exam Time Table, Test Center to Course / Subjects mapping		
3	Allocating Subjects to QP setters and Moderators for setting and reviewing Question Papers		
4	Enabling upload of Question Papers (in pdf format) for defined subjects		
5	Enabling review of Question Papers by the Moderators		
6	Sealing/ finalizing the Question Papers		
7	Electronically delivering the Question Paper to various CIPET centers in a secured manner		
8	Exam Day / Shift wise download of Question Papers		
9	Auto Select of Question papers from a set of Question Papers		
10	Exam Center Wise , Exam Day/Shift Wise Question Paper Bundling		
11	Black Box Printing of Question papers, with Print only and No view option		
12	Centralized view of Question Paper Distribution and Printing Status , Subject Wise and Centre Wise		
13	Providing a robust reporting module		

8.6 Evaluation Process

S No	Functionality	Available (Y/N)	Remarks
1.	Receiving the Answer Scripts from Institute authority, mapping each digitized answer script to a secret-coded number to remove the identity of each student and cut the edges of the answer scripts for scanning purpose		
2.	Digitizing answer scripts using scanners for the purpose of evaluation in a secured environment		
3.	Upload the digitized answer scripts to data center		
4.	Re-staple the answer scripts and handover the same to Institute officials.		
5.	Collecting the details of all the faculty members from the Institute, register them in the online portal, shortlist the evaluators, train the evaluators on digital evaluation platform and certify them		
6.	Deploying evaluators based on their subject, medium and location to different evaluation centers		
7.	Providing a unique user ID and password to each evaluator and supervisor		
8.	Allocation of answer scripts to evaluation centers		
9.	Mapping of Supervisors and Evaluators to evaluation centers		

10.	Enabling all necessary checks like maximum marks allowed for each question, optional questions, unattempted questions and no answer left un-marked		
11.	Automatic calculation of total marks awarded		
12.	Provision of review of an evaluated answer sheet by the Supervisor		
13.	Provision of re-assigning a particular answer sheet to a particular Evaluator by the Supervisor		
14.	Provision for second evaluation		
15.	Final marks can be arrived at based on average / best of the two or more evaluations – in case of multiple evaluations done on single answer script or raising a discrepancy to the reviewer, if need be		
16.	Generation of report, which includes compilation of marks, awarded to answer scripts for each subject.		
17.	Training of supervisors and evaluators for the evaluation exercise		
18.	Availability of an Online training guide for the evaluators		
19.	Generation of evaluator wise, day wise answer scripts evaluated report		
20.	Submit analysis reports of evaluators performance to Institute		

8.7. Administration Affairs

Library

S No	Functionality	Available (Y/N)	Remarks
1.	Manage Single / Multiple membership and bulk creation of members depending upon the Library structure (one by one as well as in bulk)		
2.	Provision for having user defined standard Library classification schemes- Library classification, division, subjects, index, For E.g. DDC Classification		
3.	Create and categorize different Item Types in Library.		
4.	Manage & defining rule to calculate due date and Library fine in Library		
5.	Define Issue Rule, Renewal Rule and Reservation rules for each type of membership/item of a library or a common rule for all members/items of a Library		
6.	Manage and update Author, publisher, editor and vendor master data in bulk or individually		
7.	Create and manage Catalog details (through Excel upload and front end)		
8.	Create and manage holding in bulk as well as one by one (Both Excel upload and front end),Provision for the librarian to decide Whether the title is for issue or not or from which library it can be issued		

9.	Bar-code Configuration and printing and Spine Label Printing via standard template configuration		
10.	Define Book Binding process and generation of binding pass - Send multiple copies for binding to different vendors, with different binding types and date in and date out.		
11.	Provision for doing all key Library transactions through via key board shortcuts – Issue ,Renew, Return		
12.	Configure and design standard Library Issue & return slip and generate it instantly during Check In and Checkout		
13.	Provision for library member to reserve a holding and track the reservation request accordingly via his login		
14.	Provision for Transfer of Holding between libraries, both bulk as well as bar-gun based holding transfer is supported		
15.	End to end subscription management support like creating subscription item and various details of the same, manage subscription schedule and serial planning, view subscription status and receive subscription items		
16.	Manage and record lost and damaged holdings and provision for replacement of the same as well		
17.	Track details of the employee who performs deletion of catalog or holding. Enables viewing of deletion logs to track employee information.		
18.	Create and manage Central as well as departmental Library i.e. Option of creating Multiple Central library's /or One Parent central and multiple Department libraries		
19.	Define Aggregate Rules for Issue, Renewal and Reservation at central Library level in case of Central & departmental Library structure.		
20.	Deactivate the membership of a library member.		
21.	Provision for the Library members to suggest for new titles or additional copies of a catalog in Library through their login, Additional option to track the actions and comment on the various suggestion provided by members		
22.	Option for the Library admin to convert the suggestion to Purchase Request directly. Integration with Procurement module		
23.	Set up logic for auto generation of Bar-code/Accession Number/Call Number Generation Configuration for holding addition		
24.	Provision for doing all key Library transactions through a single screen – like issue, return, renew, block membership, edit fine, collect fine, edit membership, generate issue slip, search members, search holdings & titles		

25.	Provision for doing some important Library transactions with help of bar-gun like check-in / checkout of holdings, Holding Acknowledgement during procurement, Stock verification, holding transfer ,Bulk check in of holdings		
26.	A complete drill down & 360 degree Library view for a Library Member with all the issue items transaction history, details of reserved holdings, option to cancel a reservation request, Library fine, suggestions, option to renew issued holding, search for a title and criteria based search for a title		
27.	Real time integration of procurement and inventory module() with library holding stock, The items purchased via the procurement module should be directly added to holding counts of a Library		
28.	Upload catalogue image while creating new catalogues		
29.	View the analysis on number of times the holding due date is changed in past		
30.	View the analysis on number of times the fine amount is changed in the past for the student		

8.8. Technical Requirements

S No	Feature/ Requirement	Available (Y/N)	Remarks
System			
1.	System shall be hosted on cloud.		
2.	System shall provide the support for custom URLs to ensure short and easy-to-remember web address.		
3.	System should have an availability rate of at least 98% (uptime) excluding planned downtime.		
Performance			
4.	Batch runs should not influence online performance.		
5.	Bidder should monitor the usage of System, so as to guarantee optimal performance (to support growth). The bidder should be able to upscale quickly in response to this monitoring.		
Integration			
6.	Bidders should provide the provision for other Institute systems to integrate with the proposed system using web services or similar technology		

7.	Bidder shall provide the ability to both read from and write to this Proposed system		
8.	Support for bar-coded, bio-metric, Internet Banking and/or smart card based inputs.		
9.	Support for intergration with ERP systems of CIPET in future		
Maintainability			
10.	Bidder should be responsible for carrying out the application upgrades/patches		
11.	The bidder should make a standardized process available by which layouts, configurations and data can be copied from and to the acceptance and product environment.		
12.	The bidder shall have separate environments for testing, training and production		
13.	All major releases should be communicated by the bidder and all updates for the same to be made available.		
14.	The bidder shall provide release notes with each upgrade, patch, and bug fix.		
Security			
15.	Bidder shall ensure the System and underlying infrastructure is secure and capable of appropriately protecting data for the duration of the contract.		
16.	The logging database must NOT be accessible to unauthorized users.		
17.	The bidder should guarantee that communications over the network will be encrypted		
18.	The bidder shall carry out security updates properly and efficiently, as soon as they are available.		
19.	The scope of the security requirements shall cover all infrastructure components and resources (hardware and software, physical and logical) and processes used in the provisioning and management of the System.		
20.	The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the cloud environment.		
21.	CIPET shall own all data stored in its provisioned instance and, which has been created either by CIPET or by its end-users.		
22.	Bidder shall propose a security management and governance framework to ensure that the System is able to meet security best practices.		
Compatibility			

23.	The System should be supported on current and future version of common web browsers used in India such as Firefox and Google Chrome.		
24.	If new browser versions are released, they should also be supported within a reasonable period of time The same applies to relevant browser plug-ins.		
Business Continuity and Disaster Recovery			
25.	Bidder should have a primary and back-up center in India		
26.	The bidder should take care of and is responsible for backups of all data (the database) in the System		
27.	The bidder should ensure that Loss of Data is prevented when Data are exchanged.		
28.	The system should offer the possibility to restore to the last working day in case of a System crash		
29.	There shall be a procedure available for recovering data after any System crash or interruption.		
30.	The Bidder shall develop a Business Continuity Plan/ Disaster Recovery (BCP/ DR) that addresses various aspects to enable the System to maintain business continuity and disaster recovery..		
31.	The Bidder shall plan, coordinate and conduct exercises to test the BCP/ DR and share a detailed report to the <Customer>		
32.	The Bidder shall regularly maintain the BCP/ DR documents		
Profile based Access Management			
33.	The System shall support multiple profiles owned by CIPET to support different roles and responsibilities, as and when required		
34.	Provision for a user to change his/her password.		
35.	Each account shall have different access control mechanisms to allow activation of different System functions/services		
36.	Access to System administrative functions shall be tightly controlled, monitored and accounted for.		
37.	Access rights of the System should be granted based on role needs and will be reviewed periodically by CIPET. Any accounts that are not needed shall be deleted by Administrator (from CIPET Head Office) after review and authorization.		

38.	The Bidder shall have proper approval process and tracking mechanism for all access to the System and information to ensure proper usage and accountability.		
39.	Based on the IP range the System access may be restricted for any profile of user or individual user.		
40.	Security measures to restrict and control the users, developers and operators access to the System shall be put in place.		
Mobile Based Application			
41.	The mobile based version of the software should be an easy-to-use mobile browser/android application that allows students/ parents/ faculties to perform various tasks and view information from any Smartphone.		
42.	The mobile version should allow role based access and enable a user to perform transactions like raising request, viewing/marketing attendance, approving leaves, viewing and capturing Exam results etc.		
43.	The mobile app should enable instant notification on awaiting actions and user should be able to clear them.		
44.	The mobile based version should provide multilingual support for users.		
45.	Configurable UI for mobile based application		
SMS /Email Integration			
46.	There should be support for SMS/Email for various actions such as fee due reminders, absenteeism and it should be generated automatically.		
47.	Email Reply - Capability with which users can respond to mails with certain key words and transaction are performed in System, based on that e-mail response.		
48.	SMS Reply - Capability with which users can respond to SMS with certain key words and transaction are performed in System, based on that SMS response		
Audit Trail			
49.	The System should record changes in data in every field with user ID and time stamp		
50.	The bidder should be able to provide an audit report on a certain field/table as requested by CIPET.		
Archiving			
51.	The application should provide a Data Archival utility on a cloud model as a part of the standard offering		
52.	Should have support to facilitate the query and reporting on archived data.		
Single and Minimal data entry			

53.	Data should be entered and validated at source only once and be used throughout the system(s)		
54.	There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.) facility to strictly avoid any duplication of data. Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages		
Reporting and Data Extraction			
55.	Interface with Data Mining Tool		
56.	Facilities for free text search		
57.	Have ad hoc reporting capability that is user friendly and easy to use		
58.	Configurable reports .Defaults templates to be provided for standard reports based on industry best practices		
59.	Provision to export reports in excel file or as a pdf document or delimiter separated text file.		
60.	System should have the capability to schedule reports and send through email/Sms.		
61.	System should facilitate the user to create their own reports based on the data captured in the System.		
62.	Provide good interfacing mechanism		
63.	Powerful analytics with good dashboards		
Self-Service Portals			
64.	System shall provide self-service portals to all the stakeholders. Stake holders should have a view of data depending on the user access provided.		
65.	Provision to add menu items in the self-services pages for relevant users so that they can quickly launch them.		
66.	Ability to create scalar and vector widgets (data analytics)		
67.	Ability to create a new User Interface for a parent, student, or a faculty with relevant information only.		
68.	Students/Parents/Faculties should be able to login to the self-services portal using their user-ID and password and see transactions/updates related to them, and receive notifications from University		
Technology Tools			
69.	Help Manual for the system should be made available online with videos with powerful search and filter capabilities to get quick help on any system information		
70.	Should have an Installer like tool that helps to configure the system quickly		

71.	Provision to Search anything like applications/ solutions/ users/ screens/ workflow transactions from a single screen.		
72.	All pending actions and notifications to be shown in one place like a work-list. Where actions can be taken like "approve" or "reject", and this should be possible through a mobile as well.		
73.	Ability to see transactions done each month as a trend to understand usage of the system or the module by a user or department		
74.	Broadcasting: Ability to send messages to entire organization for the message to display on their system login		
75.	Application for internal messaging – Provision for the users to chat with the members of the institute/University.		
76.	System should allow simple UI changes in home Screens as per University's requirement. Like University- Logo ,banner, Labels etc		
77.	Cloud Storage: Ability to store files in cloud drive so that it can be retrieved anytime later from anywhere		
78.	Decision support system: Application should prompt the user with historical information before performing key transactions		
Training Environment			
79.	Should have provision for users to practice transactions before using the actual production system		
80.	Data set up in production should be available in training environment so that training is a proper simulation.		

8.9 Alumni Data Management

- Should have the provision for alumni registration and activities

9.0 General Information

The tender is a "Two Bid" document.

All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received in person or late will not be entertained.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. CIPET may also independently seek information regarding the performance from the clients.

The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless CIPET calls it for.

Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.

Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.

The tender document has to be downloaded from CIPET web site (www.cipet.gov.in) or in the portal of Tender Wizard. The responses in terms of technical and financial bids shall be submitted only in online mode

All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Chennai, Tamil Nadu, India alone and shall be governed by the law of India. CIPET reserves right to award the work/ cancel the award without assigning any reason. In case of differences with regard to the bid document, if any, the decision of CIPET shall be final. The contract will be for a period of one year and may be extended subject to satisfactory performance as decided by the CIPET.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, CIPET shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.

Any disputes arising out of this tender will be subject to the courts of Chennai, Tamil Nadu only.

Even though bidders may satisfy the above requirements, they may be disqualified for the following reasons:

- If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
- If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- If confidential inquiry reveals facts contrary to the information provided by the bidder.
- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

- If bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.

In such cases, CIPET has the right to cancel or modify the tender.

The technical bid shall consist of –

- Technical information as desired in prescribed format
- The financial information as per Annexure –I
- The details of experience of similar works as per Annexure – II
- Organizational Structure and information as per Annexure III
- Technical and Administrative manpower available for this work as per Annexure IV
- Physical Infrastructure such as availability of technology, hardware, software etc. as desired and scope of work under Section 3.

Demonstration and Presentation

The vendor will be required to give a demonstration for their client and server software for online examination. They will also be required to make a presentation (ONLINE/OFFLINE MODE) on their capabilities to conduct the online examination as per the conditions specified in this document. The date of demonstration and presentation will be intimated. The venue for demonstration and presentation will be intimated at the time of presentation.

Evaluation of the Technical Bid Proposal

The proposals submitted by the vendors will be evaluated by taking the following factors into consideration:

1. Prior experience in conducting online examination
2. Number of candidates handled in a single session
3. Vendor capability to develop the required software
4. Availability of adequately trained personnel
5. Identify the required number of audited nodes in the cities listed.
6. Master control facility
7. Infrastructure availability

10. Commercial Template

Rate to be quoted for Managed Services and hosting on bidders Cloud for a period of 5 years. Under Managed Services, bidder is responsible for configuration of the system for every term and every year. One onsite project manager is mandatory as part of the ongoing implementation and support. Rates quoted to be exclusive of tax.

Unit shown in table needs to be populated by CIPET based on his minimum guarantee for the module. Count shown here is minimum count. Monthly charges will be paid based on actual count of active students

Scope of work does not include any printing services or onsite help desk services. Prices to be quoted exclusive of this.

S No	Module	Pricing Unit	Unit Price (A)	Volume(Minimum Guarantee) (B)	Total Price for 5 years (A*B*5)
ONE TIME FEES					
I	One Time setup Fees	Lump sum			
II	History Data Migration charges (One time only)	Per User			
RECURRING SUBSCRIPTION CHARGES					
III	Digital Campus Using automation	Per user/ 1 st Year		Approx. 10,000 number of students & 1000 employees in CIPET Centres	
		Per user/ 2 nd Year			
		Per user/ 3 rd Year			
		Per user/ 4 th Year			
		Per user/ 5 th Year			
Combined Total (I + II + III)					

*The user count quoted is minimum commitment

Combined pricing for price evaluation (Combined Total):

Combined Total: INR in words

Combined Total will be used as quoted price of the bidder for the evaluation of Financial Bid.

Payment Terms

- One time setup fees will be paid as per following schedule
 - 25% of charges at the time of signing the contract
 - 50% after completion of Test Run
 - Rest 25% after implementation
- Recurring Subscription Charges
 - Invoices to be raised on Semester basis based on actual count

11. Forms

Form 1: Bidder Details

Detail Required	Provide the relevant information with proper documentary evidence	
Name of Bidder		
Registered office Address Telephone Number(s) and Fax Number		
Constitution of Bidder		
Type of bidder's organization (Government / Semi-Government / Private)		
Year of Establishment		
Registration Number under Indian Company Act, 1956		
Details of PAN (certified copy to be enclosed)		
Details of Contact Person (Name, designation, Telephone/ Mobile No, e-mail)		
Total Annual Turnover : Please attach auditors certificate to support the financials		
Year	Amount (Rs. In Crore)	Audited (Y/N)
2019-20		
2018-19		
2017-18		

Authorized Signature [In full]

Name of Signatory:

Date:

[Seal and Signature of Authorized Person with Date & Place]

Form 2: Detailed work breakdown structure

Bidder should provide the timelines of the complete project with scope of work. Duration of activities shall be indicated in the form of a table below.

S No.	Activity	Calendar Weeks												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1.														
2.														
3.														
4.														
5.														
6.														
n.														

Form 3: Relevant Project Experience

General Information	
Client for which the project was executed	
Name and description of the project	
Duration of the project (start date, completion date, current status)	
Scope of services	
Total value (cost) of the project	
Copy of Work Order/ Experience Certificate	

Form 4: Team Composition

Name of Key personnel with qualification and experience	Proposed Position	Proposed Tasks