

Ref No. ....../JH/2019

Date .....

## NOTICE INVITING TENDER

### FOR DEVELOPMENT, CUSTOMIZATION, DEPLOYMENT & IMPLEMENTATION OF UNIVERSITY MANAGEMENT SOFTWARE OF JAMIA HAMDARD

Last Date of Submission (Due Date) - **December 20, 2019** (upto 3.00 p.m.)



**JAMIA HAMDARD**  
**HAMDARD NAGAR, NEW DELHI-110062**

## Table of Contents

<b>S. No.</b>	<b>Particulars</b>	<b>Page No.</b>
<b>1.</b>	<b>Notice Inviting Tenders</b>	<b>03</b>
<b>2.</b>	<b>Abbreviations</b>	<b>04</b>
<b>3.</b>	<b>Credential Criteria</b>	<b>05</b>
<b>4.</b>	<b>General Instructions To The Bidders</b>	<b>08</b>
<b>5.</b>	<b>Terms And Conditions of Tender</b>	<b>10</b>
<b>6.</b>	<b>Technical Bid Evaluation Table</b>	<b>17</b>
<b>7.</b>	<b>Technical Bid Evaluation Score Calculation</b>	<b>19</b>
<b>8.</b>	<b>Annexure 1: Proposed Modules, Scope of Work, Functional Specifications</b>	<b>20</b>
<b>9.</b>	<b>Reports &amp; Additional Requirements</b>	<b>41</b>
<b>10.</b>	<b>Annexure 2 : Financial Bid</b>	<b>50</b>
<b>11.</b>	<b>Annexure 3: Declaration</b>	<b>51</b>
<b>12.</b>	<b>Annexure 4: Annual Turnover</b>	<b>52</b>
<b>13.</b>	<b>Annexure 5: Format For Submission of Project References For Technical Evaluation</b>	<b>53</b>
<b>14.</b>	<b>Annexure 6: Format For CVs of Employee, Who Would Be Involved In This Project</b>	<b>54</b>
<b>15.</b>	<b>Annexure 7 : Financial Bid Covering Letter</b>	<b>55</b>
<b>16.</b>	<b>Annexure 8 : Self-Declaration – No Blacklisting</b>	<b>57</b>
<b>17.</b>	<b>Annexure 9 : Covering Letter For The Bid</b>	<b>59</b>

## **NOTICE INVITING TENDERS**

Sealed Tenders are invited from reputed Firms/Agencies/Manufacturer/ Authorized Dealer **"FOR DEVELOPMENT, CUSTOMIZATION, DEPLOYMENT & IMPLEMENTATION OF UNIVERSITY MANAGEMENT SOFTWARE OF JAMIA HAMDARD"** along with Earnest Money Deposit (EMD) of Rs.1,00,000/- in the form of Demand Draft (D.D.) in favour of **“Registrar, Jamia Hamdard”, Payable at New Delhi.** No Interest shall be paid on EMD at the time of return. Bidders registered as NSIC/SSI/MSME are exempted. Necessary Certificate in support must be submitted where applicable. Jamia Hamdard will follow two (2) bid system to process the tenders received.

<b>Tender Document No.</b>	
<b>Cost of Tender Document</b>	<b>Rs.5,000/-</b>
<b>Earnest Money Deposit (EMD)</b>	<b>Rs.1,00,000/-</b>
<b>Last Date/Time of Submission</b>	<b>December 20, 2019</b>
<b>Date and Time of Opening of Bid</b>	
<b>Time for Completion of the Work</b>	<b>180 days</b>

1. Tender document is available online for interested and eligible bidders on the website: [www.jamiahamdard.edu](http://www.jamiahamdard.edu)
2. Bidders can submit the Physical copy of their Bid along with the cost of Tender Document and original EMD at the address below latest by **December 20, 2019**.
3. All further notifications/amendments, if any shall be posted on [www.jamiahamdard.edu](http://www.jamiahamdard.edu) only. No separate communication shall be made with individual Bidders.
4. All other terms and conditions for submission of tender are contained in this document. If the date of submitting/opening of the Bid is declared as holiday then the bids shall be submitted / opened on next working day.
5. Vice Chancellor, Jamia Hamdard, New Delhi reserves the right to accept or reject any or all bids without assigning any reasons thereof.

**Address for communication:**  
**Registrar,**  
**Jamia Hamdard, Hamdard Nagar,**  
**New Delhi -110062**

## **ABBREVIATIONS**

- **JH:** Jamia Hamdard
- **UMS:** University Management System
- **Supplier:** Bidder who shall supply the UMS
- **SDLC:** Software Development Life Cycle
- **ERP:** Enterprise Resource Planning
- **HLD:** High Level Diagram
- **LLD:** Low Level Diagram
- **SRS:** System requirement Specification
- **BRS:** Business requirement Specification
- **IIT:** Indian Institute of Technology
- **NIT:** National Institute of Technology
- **IIT:** Indian Institute of Information Technology
- **INI:** Institute of National Importance

## **CREDENTIAL CRITERIA**

1. The Bidder should have provided similar nature of services to IIT's/NIT's/Govt. Departments/Semi Govt. Departments/PSU/Educational Institutions of National Importance etc. during previous 5 (Five) years. Duly certified copies are to be enclosed.
2. Tender/Quotations shall be submitted in TWO PARTS i.e. (a) Technical Bid and (b) Financial Bid, in two separate properly sealed covers; and both these covers will have to be again put in a single sealed cover, indicating also TECHNICAL BID/FINANCIAL BID as may be applicable. The outer most cover shall be super scribed as "TENDER FOR DEVELOPMENT, CUSTOMIZATION, DEPLOYMENT & IMPLEMENTATION OF UNIVERSITY MANAGEMENT SOFTWARE OF JAMIA HAMDARD, NEW DELHI" REF NO....., DATED..... DATE OF OPENING.....
3. Genuine Pricing (Both foreign & indigenous): Vendor shall ensure that quoted price is not more than the price offered to any other customer in India to whom this particular item has been sold, particularly to IIT/NIT/INI/Institutes and other Government Organization.
4. No Part Delivery: Part delivery for any items shall not be allowed.
5. Any Optional item quoted by the supplier will not be entertained.
6. Termination for Default: If the supplier fails to deliver any or all of the items/services within the time period(s) specified in the purchase order or any extension thereof granted by Jamia Hamdard, New Delhi, Jamia Hamdard may terminate the contract/purchase order in whole or in part and forfeit the EMD/PBG as applicable.
7. The Bidder should carefully read all the instructions, terms and conditions, specifications and various forms that are provided in the Bid Document. The tender may be rejected if any or all of the information asked for in this document are not furnished along with the tender or if the tender is not responsive with the Bid Document.
8. **AMENDMENT OF BID DOCUMENTS:** At any time, prior to the date of submission of Bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bid documents by amendments.
9. **COST OF BIDDING:** The Bidder shall bear all the costs associated with the preparation and submission of the bid. Purchaser will, in no case, be responsible or liable for any of the costs, related to preparation and submission of bid regardless of the conduct or outcome of the bidding process.
10. **TENDER FEE AND EARNEST MONEY DEPOSIT:** The proposal should be submitted along with an application fee of Rs. 5,000/- in the form of demand draft (D.D.) and Earnest Money Deposit (EMD) of Rs. Rs.1,00,000/- in the form of a Demand Draft (D.D.) drawn in favour of "Registrar, Jamia Hamdard, New Delhi" payable at New Delhi. Bid submitted without EMD and/or the application fee shall be

summarily rejected. EMD of unsuccessful bidders shall be returned after the completion of tender process and finalisation of the bid. EMD of successful bidder will be returned, after bidder has signed the Agreement with purchaser and has furnished the required Performance Guarantee.

**11. The EMD will be forfeited:-**

(i) If a Bidder withdraws its bid during the period of bid validity; or

(ii) If the Bidder fails to accept the Jamia Hamdard's corrections of arithmetic errors in the Bidder's bid (if any); or

(iii) If the Successful Bidder fails to sign the contract agreement with the Jamia Hamdard; or

(iv) If the Successful Bidder fails to furnish the Performance Guarantee within the stipulated time.

**12. BID PRICES:** The Bidder shall give the pricing as individual and as total composite price inclusive of all taxes i.e. GST etc.

**13. DISCOUNTS:** The Bidders are informed that discount, if any, should be included in the total price.

**14. BID VALIDITY:** The bids shall remain valid for a period of 180 days from the last date of submission.

**15. ONLY ONE BID PER PARTY:** Each bidder is permitted to submit ONLY ONE BID irrespective of whether he is the sole bidder. In case it is found that any party has submitted more than one bid for the subject work(s) in any of the above capacities, all bids so submitted shall be summarily rejected and Jamia Hamdard shall not entertain any further request/ correspondence in this matter.

**16.** All proposals will have to be submitted ONLY in HARD BOUND form with all pages sequentially numbered either at the top or at the bottom right corner of each page. It should also have an index giving page wise information of above documents. Incomplete proposal or those received without hard bound shall summarily be rejected. All the Pages and Papers are to be sealed and signed.

**17.** The Bidders are required to fill up and submit the documents with their proposals.

**18.** The proposals shall be submitted in three parts, viz.

(a)**Envelope-1:** Containing application fee of Rs. 5,000/- & EMD of Rs. Rs.1,00,000/-. The envelope should be super scribed as **“Envelope 1 – EMD & Tender FEE” at the top left corner.**

(b) **Envelope-2:** Pre-qualification Proposal and Technical Proposal super scribed as **“Envelope 2 – Pre-qualification and Technical Proposal”** (Containing duly signed PRE-QUALIFICATION PROPOSAL SUBMISSION FORM as prescribed in the tender, Other required Pre-qualification documents, clause-by-clause compliance to the technical specifications of the equipments as prescribed in **Technical Specification and Annexures**, all technical documents, brochures, any other related

material etc.). In the technical proposal, there should not be any indication about the prices (printed or otherwise) of any of the products offered.

(c) **Envelope-3:** Financial Proposal containing only the **Formats for Submission of Proposal –Financial Bid** super scribed as **“Envelope 3 – Financial Proposal”**.

19. All the sealed envelopes should again be placed in a sealed cover super scribed as **“FOR DEVELOPMENT, CUSTOMIZATION, DEPLOYMENT & IMPLEMENTATION OF UNIVERSITY MANAGEMENT SOFTWARE OF JAMIA HAMDARD from: M/s .....**” **“NOT TO BE OPENED BEFORE 03.00 P.M on December 20, 2019”**, which will be received before the time mentioned in this document. The Bid is to be submitted to the **Registrar, Jamia Hamdard, New Delhi**. The Bids and all correspondence and documents relating to the bids, shall be written in the English language.

## **GENERAL INSTRUCTIONS TO THE BIDDER**

1. The cost of preparing proposal, cost involved in technical presentation and during visits to Jamia Hamdard, New Delhi is not reimbursable.
2. All cutting, overwriting in the proposal should be authenticated by the initials of the authorized signatory. In case of any calculation error, the unit rates shall prevail. The amount will also have to be written in words.
3. Successful bidder must ensure his establishment in India and in New Delhi and location mentioned above for post installation services and support.
4. Canvassing in any form will lead to disqualification of the bid.
5. CONFIDENTIALITY: -
  - i. The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.
  - ii. As used herein, the term “Confidential Information” means any written information, including without intimation, information created by or for the other party, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or there after enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.
  - iii. At all times during the performance of the Services, the Bidder shall abide by all applicable Jamia Hamdard security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
  - iv. The Bidder shall not disclose to any other party and keep confidential the terms and conditions of this tender, any amendment hereof, and any Attachment or Annexure hereof.
  - v. The obligations of confidentiality under this section shall survive rejection/termination/expiry of the contract for a period of five years.



**6. LATE BIDS:** Any bid received by the Purchaser after prescribed time may be rejected and returned unopened to the Bidder.

**7. MODIFICATION AND WITHDRAWAL OF BIDS:**

- i. The Bidder is allowed to modify or withdraw its submitted bid any time prior to the last date prescribed for receipt of bids, by giving a written notice to the Jamia Hamdard.
- ii. Subsequent to the last date for receipt of bids, no modification/ withdrawal of bids shall be allowed.
- iii. The Bidders cannot withdraw the bid in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the Bid. Such withdrawal may result in the forfeiture of its EMD from the Bidder.

## **TERMS AND CONDITIONS OF TENDER**

1. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
2. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract before issue of Letter of Award/ Purchase Order as described in the bidding documents. The Purchaser shall not entertain any request for clarification from the Bidder regarding such local conditions.
3. **CONTACTING THE PURCHASER:** Any effort by a Bidder influencing the Purchaser's bid evaluation, bid comparison or award of contract decisions shall result in the rejection of the bid.
4. **ELIGIBILITY/ PRE-QUALIFICATION CRITERIA:** The bidder should have integrated capability for undertaking similar works of "DEVELOPMENT, CUSTOMIZATION, DEPLOYMENT & IMPLEMENTATION OF UNIVERSITY MANAGEMENT SOFTWARE" and has successfully executed them.
5. Bidders should submit profile and supporting documents along with the Technical Bid for the following: Experience in "DEVELOPMENT, CUSTOMIZATION, DEPLOYMENT & IMPLEMENTATION OF UNIVERSITY MANAGEMENT SOFTWARE" during previous 5 years ending last day of month previous to the month of publication of this tender, as under:
  - i. Three similar completed work costing not less than the amount equal to 40% of the estimated cost; or
  - ii. Two similar completed work costing not less than the amount equal to 50% of the estimated cost; or
  - iii. One similar completed work costing not less than the amount equal to 80% of the estimated cost.
6. The Bidder who fulfils the above pre-qualification /criteria shall only apply.
7. The Bidder must have cumulative Annual Financial Turnover during the previous 03 financial years, ending on 31st March 2019, should be at least Rs. 20 crore.
8. The Bidder should have completed satisfactory implementation of Campus Management Software at atleast 3 major Indian university campuses of which atleast two should have student strength of 10,000 students or more each. In all such references, atleast following modules must have been implemented by the Bidder-Admission, Academics, Time Table, Examination, Student Fee and Student Portals.
9. The Bidder should have registered office as well as Head Office in New Delhi or NCR.
10. Software License must be available perpetual at a fixed cost but may have some annual recurring component for upgrades and updates. Software must be based on number of concurrent user sessions of users. Number of students should not be counted while arriving at cost of license of software.
11. **OPENING OF PROPOSAL:** The Tender Committee, Jamia Hamdard will open the tender at the time of opening the tender.
12. **EVALUATION OF BIDS:** The Purchaser reserves the right to modify the Evaluation Process at any time during the Tender Process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

- i. Any time during the process of evaluation, the Purchaser may seek for clarifications from any or all Bidders.
- ii. Phase-1: Tender Fee & EMD: First, the envelope containing Tender fee and Earnest Money Deposit will be opened and if both are found in the prescribed manner, then second envelope containing Pre-qualification & Technical Proposal documents shall be opened. At any stage during the evaluation, if the EMD is found invalid, the respective Bidder's bid will be summarily rejected.
- iii. Phase-2: Pre-Qualification and Technical Proposal Evaluation: The Bidder shall have to fulfill all the Prequalification Criteria. These documents will be scrutinized along with the Technical Proposal in this phase of evaluation. Those bidders who do not fulfill the terms and conditions of Pre-qualification Criteria as specified in this tender or whose Technical Proposal is non-responsive will not be considered.
- iv. Technical Proposals of the Bidders would be evaluated for the clause-by-clause compliance of the technical specifications as mentioned in the Bid document. Evaluation process of Pre-qualification and Technical Proposal by the Tender Committee, Jamia Hamdard shall not be questioned by any of the Bidders. The Purchaser reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Financial Bid. The proposals shall be opened in presence of their representatives who choose to attend the process.
- v. The Tender Committee, at first stage, satisfied on EMD and Application Fee, shall workout on Pre-qualification and Technical Proposal at the second stage. Thereafter, on being satisfied with the aforesaid two stages and only Bidders who score atleast 70 points in the Technical Evaluation will be qualified for opening of Financial Bid (i.e. Third Envelope).
- vi. The Commercial Proposal Evaluation will be based on the "Total Cost", which would be the total pay-outs including all taxes, duties and levies for "FOR DEVELOPMENT, CUSTOMIZATION, DEPLOYMENT & IMPLEMENTATION OF UNIVERSITY MANAGEMENT SOFTWARE OF JAMIA HAMDARD ". The bid shall be treated as a complete package.

### **13. AWARD OF CONTRACT:**

- i. The Purchaser reserves the right to ask for a technical elaboration/ clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time after opening the proposal. The Bidder has to present the required information to the Tender Committee, Jamia Hamdard, on mentioned date, at no cost to the Purchaser.
- ii. Arithmetical errors will be rectified on the following basis: If there is any 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. If the Bidder does not accept the correction of the

errors, his bid will be rejected. If there is any discrepancy between words and figures, the amount mentioned in words will prevail.

- iii. The Evaluation will be performed assuming that the contract will be awarded to the bidder whose Evaluated Score (ES) stands highest and is eligible for the award of the contract. In case of a tie on ES, bidder will be decided on Technical Score of Evaluated Bidder (TSB).
- iv. The Purchaser shall notify the Successful Bidder, its intention to award the work through “Letter of Award” mentioning the total purchase Value. The contract shall commence from the date of issuance of Letter of Award.
- v. The Purchaser shall subsequently send the Successful Bidder the Form of Contract Agreement, incorporating all agreements between the parties.
- vi. As soon as practically possible, following the receipt of the Form of Agreement, the successful Bidder shall sign and date the Form of Agreement and return it to the Purchaser. This will be deemed as the “Contract” defined in this tender document.
- vii. The bid security of the bidders who’s Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

**14. SPECIFICATIONS:** The software supplied under this contract shall confirm to the Technical Specifications given in this tender under Technical Specifications and Bill of Material.

**15. PERFORMANCE GUARANTEE:** The Successful Bidder shall be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India equivalent to 10% of the Quoted Value valid for a period of 05 years within 05 days from the date of contract. In case of failure to deposit the above amount of performance guarantee within stipulated time, the EMD deposited shall be forfeited by the purchaser.

- i. The Performance Guarantee shall be as per the format approved by the Tender Committee, Jamia Hamdard, New Delhi.
- ii. The Performance Guarantee shall be payable to the Purchaser as a compensation for any loss resulting from the Successful Bidder’s/ Contractor’s failure to complete its obligations under the contract.
- iii. The Purchaser will discharge the Performance Guarantee after completion of the successful Bidder’s/ Contractor’s obligations, including any warranty under the contract.

**16. SCHEDULE OF PAYMENT:** Payment shall be made by the University as defined in the Service Level Agreement to be mutually discussed with the successful bidder upon award of contract. However all payment shall be made after successful delivery of project.

**17. SERVICE PERIOD:**

- i. The total initial contract period will be of three years in case university decides so with 365 days a year. The initial Implementation time will be of 180 days (SRS, Design & customizations, installation, training, approvals) inclusive of 3 years comprehensive service support. During these three years, the Bidder shall extend

all support free of cost to attend to all complaints and fix them successfully 365 days a year.

- ii. After these initial three years, the Bidder shall be responsible for providing further Technical support for successful running of the Application Software for minimum next two years under Annual Maintenance / Support Contract. Bidder must ensure a Technical support with two on-site manpower for during comprehensive support period.
- iii. The bidder shall do preventive maintenance for upkeep of the Application running during service period.
- iv. Bidder needs to ensure uptime of all UMS applications with correct data from 8:00 AM to 9:30 PM and all preventive maintenance shall happen in the night hours post 10:00 PM to 7:00 AM. Even in case of a day where maintenances not happening then supplier needs to ensure that UMS is working 24\*7 with correct data.

**18. PRICES:** The prices quoted for the services shall be firm throughout the period of contract; this contract shall be valid up to the date of final payment to the supplier and shall not be subject to any upward modification whatsoever. The rates should be quoted inclusive of supply, installation, commissioning, acceptance & warranty during service period and delivery as per schedule specified in the Award of Contract.

**19. TAXES AND DUTIES:** The prices should be quoted separately without Taxes & with Taxes.

**20. PURCHASER'S RIGHTS:**

- i. The Purchaser reserves the right to make changes within the scope of the work at any point of time.
- ii. The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser' sanction.

**21. TIME SCHEDULE TO COMPLETE THE CONTRACT:**

- i. The Successful Bidder shall ensure that the delivery of software and/or the delivery of the services are in accordance with the time schedules specified in this tender. In case of any deviation from the schedule, the Purchaser reserves the right to either cancel the Contract and/or recover Liquidated Damages.
- ii. The Successful Bidder, if faced with problems in timely delivery of services, which have dependencies on the Service Provider and/or the Purchaser, which are beyond their control at any time before the Final Acceptance Signoff, shall immediately inform the Purchaser in writing, about the causes of the delay and tentative duration of such delay etc. The Purchaser, on receipt of such notice, shall analyze the facts at the earliest and may at its sole discretion, extend the contract period as deemed reasonable.
- iii. Any delay by the Successful Bidder in the delivery of software and/or the services will make the Successful Bidder liable to any or all of the following:
  - a. Forfeiture of Performance Guarantee
  - b. Imposition of Liquidated Damage charges

- c. Termination of the contract for default.
- d. Blacklisting of the Successful Bidder.

**22. LIQUIDATED DAMAGES:** If the Bidder fails to deliver any or all of the equipment or to perform the services within the time period(s) specified in tender, the Registrar, Jamia Hamdard, New Delhi or his authorized representative shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum deduction is reached, the Vice Chancellor, Jamia Hamdard, New Delhi may consider for termination of the contract.

**23. FORCE MAJEURE:**

1. Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, any governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.

2. If a Force Majeure arises, the Bidder shall promptly notify Registrar, Jamia Hamdard, New Delhi in writing of such condition and the cause thereof. Unless otherwise directed by Registrar, Jamia Hamdard, New Delhi, the Contractor shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

**24. TERMINATION:**

- i. Termination on expiry of the CONTRACT: The Agreement shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Vice Chancellor, Jamia Hamdard, New Delhi has exercised its option to extend the Contract in accordance with the provisions, if any, of the Contract.
- ii. Termination on account of insolvency: In the event the Successful Bidder at any time during the term of the Contract becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Registrar, Jamia Hamdard, New Delhi shall, by a notice in writing have the right to terminate the Contract and all the Successful Bidder's rights and privileges hereunder, shall stand terminated forthwith.
- iii. Termination for breach of contract: A breach by the Successful Bidder of its obligations hereunder and such breach not being rectified by the Successful Bidder within 30 days of receipt of the Purchaser's notice intimating such breach. Upon termination, the Successful Bidder shall surrender all the data and materials belonging to the Purchaser.
- iv. Termination for delay: Successful Bidder shall be required to perform all activities/services as per the terms and conditions mentioned in the tender document. If the Successful Bidder fails to do so, the Contract may be terminated by Registrar, Jamia Hamdard, New Delhi by giving written notice

unless Registrar, Jamia Hamdard, New Delhi has extended the period with levy of Liquidated Damages shall have no financial liability as per tender.

- v. Consequences of termination: Notwithstanding the termination of the Agreement, the parties shall continue to be bound by the provisions of the Agreement that reasonably require some action after such Termination.
- vi. In case of termination of Contract herein set forth, the Contractor shall be put on holiday [i.e. neither any enquiry will be issued to the party by the Registrar, Jamia Hamdard, New Delhi against any type of tender nor their offer will be considered by Registrar, Jamia Hamdard, New Delhi against any ongoing tender(s) where contract between Registrar, , Jamia Hamdard, New Delhi and that particular Contractor (as a bidder) has not been finalized]for two years from the date of termination, to such contractor.

**25. ARBITRATION:** In case of any dispute following arbitration clause will apply: - Any question, dispute or difference arising under the contract, shall be referred to the sole arbitrator appointed by Vice Chancellor, , Jamia Hamdard, New Delhi. The award of the arbitrator shall be final and binding on both the parties to the contract. The place of arbitration shall be at New Delhi only. The expense of arbitration will be incurred by the parties and subject to final award. The Arbitration & Reconciliation Act 1996 and the rules there under, any statutory modification thereof for the time being in force shall apply to the arbitration proceedings under this contract.

**26. GOVERNING LAWS AND JURISDICTION:** The Agreement shall be governed by the laws in force in India. Any dispute arising in relation to the Agreement shall be subject to the Jurisdiction of the Courts at New Delhi.

**27. SUPPORTING ACCESSORIES /SOFTWARE:** All the software to be supplied shall confirm to the relevant technical specifications as mentioned in Technical Specifications & Bill of Material of this document.

**28. SITE ACCEPTANCE TESTS (SAT):**

- i. The Purchaser shall carry out all the tests detailed in the Acceptance Test Schedule to be furnished by the Contractor to confirm that the performance of the entire installation satisfies the specification requirements. The Purchaser reserves the right to include any other tests which in his opinion is necessary to ensure that the equipment meets the specifications.
- ii. The Purchaser reserves the right to ask for modifications/additions to the Site Acceptance Test Procedure at any point of time till the Site Acceptance signoff of each location.
- iii. The Site Acceptance Tests shall cover the intended functioning of the equipment's with proper integration with other sub components, applications and software's.
- iv. The contractor shall carry out the Site Acceptance Tests in the presence and supervision of the Purchaser or its designated Officer at the site. The contractor, at its own cost, shall provide the testing of equipment/instruments/software programs necessary for performing and demonstrating the Site Acceptance Tests.
- v. The purchaser or its appointed testing authority shall supervise the tests at each site, as described in the site acceptance test procedure and performed by the contractor to confirm that the complete solution at each site satisfies the requirement of specifications including the service performance.

- vi. The contractor shall rectify all deficiencies immediately, if found, in the performance of the system as per the requirement during the Site Acceptance Tests, at no monetary cost to the, Jamia Hamdard, New Delhi.
- vii. Any components or modules failing during the acceptance tests shall be replaced free of cost by the Contractor. These replacements shall not be made out of spares supplied by the Contractor as part of supplies under this Contract. This shall also not entitle the contractor to any extension of completion time.
- viii. The cost of all test and / or analysis shall be fully borne by the contractor.
- ix. The completed installation at all stages shall be subjected to checks and tests as decided by Purchaser. The contractor shall be liable to remedy all of such defects as discovered during these checks and test and make good all deficiencies brought out. The complete installation shall be taken over finally on successful commissioning in entirety.

**29. PASSING OF PROPERTY:** Ownership of the software, documentation and any other assets created during the initial stage or service period under the work order shall pass to the University immediately. The Bidder shall transfer the ownership of the entire solution in a functional state without any cost to the university at any stage.

**30. Software Requirement Specification (SRS)**

Selected bidder shall conduct a detailed System Study of business processes of University. Under this section, the Selected Bidder is required to thoroughly understand the function and operational process of University by:

- Interacting with various Department heads/ faculty/ student/ staff etc.
- Reviewing the existing systems, applications, and their websites
- Detailed study of requirements of Examination & Admission, Establishment, Finance, Accounting & Fees, Store & Purchase sections for the First phase
- Understanding / assessing data migration / digitization requirement and strategy
- Understanding / assessing data inputs and outputs requirements
- Collecting input forms, registers and reports formats of University and administrative departments.

The Selected Bidder shall be responsible for preparation of Software Requirement Specification (SRS) to be developed based on an independent assessment of the requirements of the University. The indicative functional requirements are as specified in this RFP document (Annexure 1) which shall be further detailed and finalized during SRS stage. The Selected Bidder shall obtain sign-off of SRS from the designated authority of 'Jamia Hamdard'. Selected Bidder shall deliver below listed design documents:

- SRS
- BRS
- HLD
- LLD
- Software Design Document containing
  - Brief Description of Module/Screen/functionality
  - Description of database objects—tables, stored procedures , functions etc
  - Other Misc objects/business rules involved
  - Database design document



## TECHNICAL BIDS EVALUATION TABLE

S.N.	Criteria	Maximum Points
<b>A</b>	<b>Previous Experience</b>	<b>Total Maximum Points for A: 20</b>
	Successfully Developed, Installed and commissioned ERP in three INIs/Universities/Autonomous Institutions having minimum of Finance, HRMS, Stores & Purchase, Examination module in last three years	<b>3</b>
	Successfully Developed, Installed and commissioned ERP in five INIs/Universities/Autonomous Institutions having minimum of Finance, HRMS, Stores & Purchase, Examination module in last three years	<b>5</b>
	Successfully Developed, Installed and commissioned in more than five or more INIs/Universities/Autonomous Institutions having minimum of Finance, HRMS, Stores & Purchase, Examination module in last three years	<b>10</b>
	Successfully Maintaining / Maintained Institute Management System in therein/Universities/Autonomous Institutions having minimum of Finance, HRMS, Stores & Purchase, Examination module from last three years	<b>3</b>
	Maintaining / Maintained Institute Management System in five INIs/Universities/Autonomous Institutions having minimum of Finance, HRMS, Stores & Purchase, Examination module from last three years	<b>5</b>
	Maintaining / Maintained Institute Management System in more than five INIs/Universities/Autonomous Institutions having minimum of Finance, HRMS, Stores & Purchase, Examination module from last three years	<b>10</b>
<b>B</b>	<b>Proposed UMS implementation</b>	<b>Total Maximum Points for B: 20</b>
	Proposed technical approach and methodology.	<b>5</b>
	Proposed work plan for the current project.	<b>5</b>
	A description of system / module design for the project.	<b>5</b>
	Proposed curriculum (technical and functional) for knowledge transfer in the current assignment.	<b>5</b>
<b>C</b>	<b>Availability of key professional staff and competence for the assignment (Attach one Page CVs along with latest PF Statement)</b>	<b>Total Maximum Points for C: 20</b>
	Employee Strength of Company $\geq 20$	<b>2</b>
	Employee Strength of Company $\geq 40$	<b>3</b>
	Employee Strength of Company $\geq 80$	<b>5</b>
	Project Manager (Min. 1 required, Min. 3 Yrs. Experience)	<b>1</b>
	Project Manager (Min. 1 required, Min. 5 Yrs.	<b>2</b>

	Experience)	
	System Architect (Min. 1 required, Min. 5 Yrs. Experience)	<b>1</b>
	System Architect (Min. 1 required, Min. 8 Yrs. Experience)	<b>2</b>
	Database specialist ( Min. 1 required, Min. 5 Yrs. Experience)	<b>2</b>
	Software Developers (1 point per person - Max 4 persons) ( Min. 5 Yrs. Experience)	<b>4</b>
	Testing Engineers ( Min. 1 required, Minimum 3 Yrs Experience)	<b>1</b>
	Deployment Engineers (Min. 2 Engineers, Min. 3 Yrs. Experience)	<b>4</b>
<b>D</b>	<b>Live Working of the requisite modules</b>	<b>Total Maximum Points for D: 40</b>
	Live Demonstration of the working version of the software with at least 70% functioning of <b>Examination module</b> requirements specified in the proposed UMS	<b>10</b>
	Live Demonstration of the working version of the software with at least 70% functioning of <b>Establishment (HRMS)</b> module requirements specified in the proposed UMS	<b>10</b>
	Live Demonstration of the working version of the software with at least 70% functioning of <b>Finance &amp;Accounting, Fee and Collection, Payroll</b> module requirements specified in the proposed UMS	<b>10</b>
	Live Demonstration of the working version of the software with at least 70% functioning of <b>Stores and Purchase</b> and overall Admin Module and work flow of complete system with fully Dynamic Web Portal integrated with proposed UMS	<b>10</b>
	<b>Grand Total Maximum Points for Technical Evaluation</b>	<b>100</b>

# **TECHNICAL BIDS EVALUATION SCORE CALCULATION**

**NOTE:** The bidder(s) who scores at least **70** points in the Technical Evaluation will be qualified for the opening of financial bid

## **1. COMPUTATION OF TECHNICAL, FINANCIAL SCORE AND TOTAL SCORE**

Technical Score of the Bidder (TSB) is the score awarded to the bidder by the Technical Evaluation Committee of the Institute as per the Technical Evaluation Table. The Financial bid amount is inclusive of cost of design and development of software, warranty for three years support as per the price bid Table. Financial Score of the Bidder (FSB) is obtained using the price of the concerned bidder and that of the lowest bidder. This is computed by the evaluation committee as per the formula.

## **2. FINAL SCORE**

The final Evaluated Score (ES) of the bidder is based on both the technical evaluation score and financial bid score. The Technical score would be given 60% weight-age and financial score would be given 40% weight-age in the final score. University will evaluate and compare the bids that have been determined to be substantially responsive by using the following formula:

$$ES = [0.60xTSB+0.40xFSB]$$

$$FSB = [Bid Amount of Lowest Bidder/Bid Amount of Concerned Bidder] x 100$$

$$TSB = [Technical Score of the concerned Bidder/Maximum Technical score of any Bidder] x 100$$

Where, ES -- Evaluated Score

TSB -- Technical Score of the Evaluated Bidder

FSB – Financial Score of the Evaluated Bidder

## **3. AWARD OF CONTRACT**

The Evaluation will be performed assuming that the contract will be awarded to the bidder whose Evaluated Score (ES) stands highest and eligible for the award of the contract. In case of a tie on ES, bidder will be decided on TSB. The total cost of the implementation will be calculated taking into consideration all the components mentioned in the financial bid. The bid security of the bidders who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

## **4. EXCLUSION OF THE BIDS/DISQUALIFICATION**

A procuring entity shall exclude/ disqualify a Bid, if: -

- i. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
- ii. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
- iii. the bidder is not qualified as per eligibility criteria mentioned in the bidding document;
- iv. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
- v. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
- vi. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.

## **ANNEXURE 1: PROPOSED MODULES, SCOPE OF WORK, FUNCTIONAL SPECIFICATIONS AND SCHEDULE OF IMPLEMENTATION**

The functional requirement specifications stated below are the minimum features that the solution suggested for Higher Education Portal/ platform should have. This indicative functional requirement has been provided here to be used by the bidder. The bidder shall develop the System Requirement Specifications (SRS) documents where all the processes, procedures and existing templates should be studied in detail by the bidder. Bidder should independently design the solutions as may be required to support the business operations. The bidder shall be required to coordinate with Jamia Hamdard for the detailed system study and interact with the different users of the department for preparation of SRS and related design documents.

### **University Management System shall have the following modules to be deployed:**

- Admission & Examination Assessment & Evaluation Management System
- Finance, Accounting, Fees Collection, Payroll Management System
- Purchase and Store Management System
- Establishment

### **General Requirements of the ‘University Management System’:**

- Role based access to Students/ Faculties/ Administrators with single sign on /Unique Id. Higher Education Portal / Platform shall be a single unified solution which may require integration of multiple applications through Single-sign on.
- Can be deployed in a load balancing (hardware/ software) environment and can be scaled based on the load.
- Shall have a customizable dashboard for each type of users i.e. (Students/ Faculties/ Administrators/ Department Users etc.)
- Personalized and customizable login screen for different users viz., student, teacher, Faculty, Administrator/principal etc.
- Provision for Integration with Biometric machines, Bar Code Scanners, Bar Coded I-Cards/ Library Cards, SMS and Payment Gateway.

### **Mandatory Requirements, Technical Specs and Compliance:**

- The below are all desired features are indicative and not exhaustive and the actual implementation will be customized as per the University needs at the time of implementation and thereafter. The system should be 100 % customizable.
- **INTELLIGENT DOCUMENT FLOW (IDF):**  
This module automates the movements of Indents like Purchase Indent, Repair Indent, leave Indent, Contingent advance Indent, TA Indent, tour Indent, advance settlement etc. All commonly used Performa is provided in the intranet so it is available anywhere in the network. Select the form fill and submit .The system will automatically find the next point where the form has to be forwarded. Each

department head will be provided a module for accepting document and verify it then forward to the next point this process is similar to inbox facility in Email server. The route for each document is predefined. There are facilities to create, edit, and delete the node, route. Since the route is predefined there won't be wrong submission of forms. The other facility is finding the current position of the document or any file. Since it a web module the user can easily search the current location of the document or file from anywhere in the network.

The intelligent document flow will apply to every individual in the University. Even for students, if they raise any request as per University process, from their login, it will move automatically to the destination for action. For example, in case a student applies for NOC while graduating from the University, then it will move automatically from his Login to his Dean and all associated node points for their comments and come back to the Department or the NOC Incharge for the final grant of NOC.

- The University Management System should be self-manageable by a self-definable module.

## **INDICATIVE BUT NOT EXHAUSITIVE REQUIREMENTS**

### **MODULE 1: Admission & Examination**

<b>Module</b>	<b>S.No.</b>	<b>Features</b>	<b>Bidder Response (Y/N)</b>	<b>Remarks</b>
<b>Admission &amp; Examination</b>	1	Submission of Online applications by the candidates		
	2	The online registration process must have provision for creating students profile by verification through email and SMS. Multiple registration will not be allowed with same email/mobile number.		
	3	The system should have provision for online fee payment with Payment gateway Integration for the collection of application fee through ATM/Debit/Credit Card, Bank transfer		
	4	There should be provision for validation of payment supplied by band and payment gateway aggregators		
	5	There should be a provision to check the eligibility criteria by the candidates at the time of selection of the programme.		
	6	Provision for e-mail and SMS integration for various Admission alerts		
	7	The online application form should contain all the details of the applicants required for admission process. The software application must have user friendly menu driven interface of uploading signature, photograph, and relevant certificates of the candidates with online resizing facility.		
	8	There must be provision for applying any reservation criteria, policies, weightage on seats / qualifying marks etc.		
	9	There should be provision for the students to view and take		

	print out of the submitted form, payment receipt and admit card multiple times through student's login panel.		
10	The supplier has to provide a technical support and helpline support to resolve any technical difficulties faced by the applicants during online admission form filling.		
11	Pre Admission processing activities like preparation of Candidate lists, attendance sheet and admit card generation etc.		
12	Post Admission processing activities like preparation of Merit Lists and Results, porting admitted students' detailed data for usage in University Management System (UMS)		
13	Provision for Online counselling, lead and Query management		
14	Provision for Administrative control panel for detailed statistics and reporting with complete customization and administration options		
15	There should be provision in Admin Dashboard to send email/SMS/notifications to students		
16	System should be flexible enough i.e. addition/deletion/modification can be done in scheduling/conduction any additional exams at the cases may be.		
17	Option of filling examination from online after vetting/checking semester/examination fee		
18	Option of printing auto-generated award list as per enrolled subject wise so that tabulation can be recorded in those hard copies for record purposes		
19	Option of capturing backlog internal marks from main examination data.		
20	Provision of checks in terms of promotion criteria/passing criteria as per bye laws. These promotion criteria are actually different for courses. Hence, system should be able to accommodate all rules as per bye laws of different courses.		
21	Accordingly, system should be adaptive & flexible to implement different parameters for different courses as per their governing council.		
22	Option of conducting semester/annual exams of different type simultaneously i.e credit or non-credit based exams may be conducted in semester or annually basis and vice versa as per guidelines prescribed.		
23	Option of showing consolidated marks of all semester in the final sem/year mark sheet.		
24	Option of moderation and grace marks in the marks summary.		
25	All activities should be time bound i.e from student enrollment to result declaration the time limit option should be there as per University rules.		
26	Option of importing/migration old data (without damage) from old system i.e from ARMS.		
27	A system for the admission should also be in line and that system should be interline with the Examination.		
28	Option of obtaining customized reports as per requirements.		

29	Option of online fee submission for different examination activities viz revaluation, improvement, migration degree certificate, duplicate mark sheet/degree and transcript & verification fee etc.		
30	Option of capturing Ph.D. course through system		
31	Should have the provision for Uploading Student's data related to Examination, Admission list, Examination list entry/upload		
32	System should have functionality for online Generation of Admission list basis enrolment form University Examination Deptt shall define the Enrolment form to be filled by Candidate. Access to enrollment list shall be given to Controller/Dean/HOD and any other as required by the University.		
33	System should have functionality for online Admit Card Generation		
34	Generation of Final list of candidates to appear for Semester exam, course wise, class wise/subject wise, Deptt/center wise		
35	Provision for Defining Question types, structures, topic wise questions, sections, Question paper generation its encryption, and randomization of question		
36	Option for Question paper date time scheduling, Facility of Date sheet upload by the Dean or designated person.		
37	System should have facility to define coding of all papers/answer sheet Generation using QR code and Bar Code or any other Code as being asked from University		
38	System should have the facility to create the seating plan based on the room's capacity		
39	Define panel of Paper Setters, Moderators, Evaluators & Examiners -Approval of panel of Paper Setter, Moderators, Evaluators & Examiners and other resources involved in the examination		
40	Online upload of details related to date sheets, details of Deptt's as exam centers, all the staff members, examiners, Superintendent of exam, attendance details of the students, Flying squads, invigilator etc		
41	All types of Communications with the panel member and all the people involved in the examination process through mails, SMS's reminder - Entry of Received Question paper set		
42	Roll number generation, Exam seat allotments, Time table entry, Hall ticket generation/printing, Course-wise attendance sheet, Exam roll list generation		
43	Student should be able to take the printout of hall tickets, Mark slips (On results declaration),and Online exam fee payment		
44	System should have functionality for Degree Generations/Marks Sheet Transcripts Printing on Specific designated Printer.		
45	Various reports related to exam like student wise student count, Foil/counter/Foil report		
46	System should have functionality to process online request for Degree/Duplicate Degree/Migration etc with Fee that should be integrated with Finance and Fee module. This should be automated workflow to all notes and finally to Finance and Controller Examinations.		

47	System should have the facility to create date-sheets for the exam based on the University rules		
48	System shall have the functionality for creation of invigilator and all the functionalities related to their management		
49	Unfair means entry including the explanations, Absent student entry, Committee decision making and inputs online with work flow.		
50	System shall have the functionality for registering the student attendance during the Exam		
51	Online entry of marks of answer books, Allocation of bundles based on the pre-defined criteria, evaluation schedule, coordinator allotment, generation of Examiner proforma invoice and bills which shall be verified by Committee and send to Finance for approval and process for payment.		
52	Internal /External, Theory paper Marks, Grace marks entry -Lock/Unlock marks entry		
53	Result processing, Absolute &Relative grading, Result preparation, Consolidated result statements, Provision for result with-held/ design shall be provided by Controller or Examination of University.		
54	Provision of student class/theory exam/practical exam attendance system – RFID card / Biometric /manual/excel sheet upload.		
55	System shall have the functionality for checking the totaling the marks obtained by the candidate		
56	System shall have the functionality for pushing/publishing of the marks on the Website Design shall be provided by Controller of examination and later published accordingly		
57	System shall have the functionality for generation of mark-sheets and other transcripts for the students		
58	System shall have the functionality for applying for re-evaluation - complete process.This should be linked with Finance Accounting and Fee module. The request should come first to Controller Office and then as per workflow decided can go to Deptt first for verification and then back to Controller and then to Finance.		
59	Every Student should have unique Enrollment no and it should be the primary key for accessing all details of the student. Student should also have username as its enrollment no and password should be secretly sent to him over mobile to email to manually given by University Administration. On a Single Click University management should be able to open the complete history of Student.		
60	System shall have the functionality for correction of marks and generation of new mark-sheets and certificated after re-evaluation with audit trial. On request of Dean/HOD any correction post submission of marks from HOD/Dean to Examination controller shall be done by Controller Examination with audit trial and information to Dean/HOD. This can also have Customization Deptt Wise.		
61	System will be functionality for student to fill online examination form and it shall be submitted to HOD/Dean of the Department. Any remarks by such as Absentism, disciplinary action, fee issue etc, shortage of attendance		



		etc shall be provided by HOD/Dean. Then post verification from HOD/Dean it shall flow to Controller Examination by due date		
	62	There should be provision for reconsideration for extra classes, re-exam etc.		
	63	Student should have option to attach documents wherever necessary and required and its should go as per required work flow to HOD/Deptt and then to Examination dealing Asst for verification		
	64	System shall have the provision for authenticating the identity of the faculty who is going to enter the marks		
	65	System must maintain the audit trail of Mark entry/correction/changes in the marks entered at all the levels for Internal and external assessment with time stamp.		
	66	System should have functionality request for certificates /duplicate certificates/ mark sheets/idcards etc. from the university		
	67	System should allow tracking of particular requisition made by the student		
	68	System should be integrated with Fee module for submission of fees and other modules of UMS		
	69	Bar code/QR Code generation for smooth conduct of examination at relevant points like answer papers		
	70	System should be able to define Lab exams and add marks as per the attendance and performance in Lab exam.		

## MODULE 2: ESTABLISHMENT

Module	S.No	Features	Bidder Response (Y/N)	Remarks
<b>ESTABLISHMENT</b>	71	Establishment is responsible for human resource management activities such as recruitment, orientation, training, transfer, increment, promotions, leave etc.It maintain all such records including Service Book. List of expected workflows: Joining of service, Application and Appointment Management. Pay Fixation Appraisal Performance HR Information City Class Department Category Division Section Selection Committee Pay mode etc Reports of Employees with Customization based on Male, Female, Age, Religion, Caste, Etc		
	72	Create Vacancy by concerned Department for required Posts, Publish Online Advertisement and give to Newspaper as per University rules, track the status of vacancies.		

73	Online job applications, Generating databases of applicant Profile Applications, provision for the applicant store view their application status, Online publishing of Appointment Letters, Online payment of applications from Candidates and integration with Payment gateway and Linked to Finance Deptt.		
74	Online Application by interested candidates by registration and providing their detailed information like Qualification, Experience, Achievements, Publications		
75	Short listing of Candidates, Uploading Selected List of Candidates		
76	Leave management, Promotions, Perks/Incentives, benefits management		
77	Entry and Reporting of all Service book entries such as Entry & reporting of all the service book entries such as Personnel memoranda, Appointment details, Family details, Employee Family declaration, and approval for dependent family Qualification, Previous qualifying services, Nomination details, Disciplinary action details, Pay revisions and linked to Payroll Yearly increments and linked to Payroll Promotion & transfer and linked to Payroll Change of pay scale and linked to Payroll, LTC, Entitlement of LTC, Training Programme etc. Scanning, storage & retrieval of original documents of Employee's personal file.		
78	<b>Work Flow of Service details:</b> Pay scale Nominee Details Employee Personal Details Join Details Contact Details Qualification Category & Family Details Leave Transfer in Transfer out Promotion and Pay Fixation / MACPS/CAS Based Promotions/Self Appraisal and Appraisal management System. Pension and Family pension fixation Retirement Deputation Death Caste report ACR		
79	<b>Work Flow of Service details:</b> LTC Register TS (Temporary staff ) TS Abstract Monthly Attendance Consolidated Statements Any other to be discussed at the time of System Requirement Study		
80	<b>Leave Workflow:</b> Earned Leave/ Vacation Leave Half Pay Leave Commutated Leave Maternity Leave Paternity Leave		

	Leave encashment Vacation Leave Casual Leave Child Care Leave Special Casual Leave Extra Ordinary Leave Leave on Foreign Service (Faculty) Short Leave on Foreign Service (Faculty) Long Leave on Foreign Service (Faculty) Sabbatical Leave (Faculty) etc Leave Credit Leave Applied/ Sanctioned Leave Balance Increment during Leave Salary		
--	--	--	--

### MODULE 3: FINANCE, ACCOUNTING, FEE & PAYROLL

Module	S.No	Features	Bidder Response (Y/N)	Remarks
<b>FINANCE, ACCOUNTING, FEE &amp; PAYROLL</b>	81	The system should provide for Consolidated Accounts of all constituent Units relating to Balance Sheet, Income & Expenditure and Receipt and Payments Account.		
	82	The system should provide generation of FCRA Accounts.		
	83	The system should provide for automatic calculation of 'Interest Accrued but not due on investments, interest payable on GPF/CPF Balances.		
	84	Interest should be accounted for fund-wise/ Corpus Wise.		
	85	The system should provide for Reconciliation of TDS with 26 AS and other certificates issued by statutory authorities.		
	86	As regards Budget allocation it should be according to user Department and user Department should provide the necessary details online for Bes by January of the Financial Year and Res by August End of the next financial Year.		
	87	There should not be any provision for optional vouchers, as optional vouchers remain in the system without reaching finality.		
	88	There should be no provision for deletion of Vouchers.		
	89	Once the Accounts are finalized for a particular Financial Year, the data should be frozen so that no changes could		

	be made once the Accounts have been finalized.		
90	Mode of payment to third parties be clearly indicated by the User Department whether it should be through NEFT, RTGS or through Cheques.		
91	As regard project Management System, Accounting should be up to Head-wise, Year-wise and upto detailed voucher level Accounting.		
92	Utilisation Certificates to be should conform to GFR Rules, 2017.		
93	Interest on unspent balance to be calculated and shown payable in the Utilisation Certificate.		
94	Primary responsibility for in-putting data in the Free module should be of the respective department of which the student belongs so as to ensure correct and timely remittance of Fees and it should be integrated with the Finance and Accounting Module.		
95	Fees due drawn statement for each student should be generated well in time for each semester of sufficiently prior to the time when the fee becomes due.		
96	System should have SMS linkage with the mobile number of the parent given by the student at the time of admission, system should also provide for updation in the mobile number depending upon the need to do so.		
97	Fees should not be accepted in part payment without the due approval of the competent authority and such control should vest with the Head/Dean of the Department.		
98	The proposed UMS relating to Finance and accounts module module should have feature of import the data of tally in the proposed system or Excel.		
99	Parallel run Tally with the proposed UMS for Finance can be only for the period when it is imported in the new system.		
100	As regards Salary/Payroll management system The Basic data relating to personal particulars, date of appointment, date of increment, date of promotion, scale of Pay of the employees of the University need to be the primary		

	responsibility of the Establishment Section.		
101	Intimation for the deduction on account of absence from duty should made by the concerned department to Establishment Section and from there to Finance Section for making deductions, if any.		
102	Creation of companies accounts heads and sub accounts heads as per institute book.		
103	Classification of accounts heads, Classification of Parties like Institutions, Vendors etc		
104	Implementation of Financial Code system.		
105	Implementation of Cost Center and data entry in different Cost Center at same time.		
106	Accounting and cost Control		
107	Integration with 3 <sup>rd</sup> Party Software's and Databases.		
108	Budget Allocation.		
109	Budget details for different financial period at the sometime.		
110	Revised Budget Allocation.		
111	Receipt and Payment Entries with budgetary control.		
112	Depreciation setting for Asset & automatic calculation		
113	Validation and Verification process, Checker and maker Concept.		
114	Exporting of existing Data to the current system.		
115	Integrated entry of Receipt & Payment posting from different modules.		
116	Bill By Bill accounts settlements in receipt and payments.		
117	Bank Reconciliation process.		

118	Various types of accounts reports like Ledger, Trial Balance, Income and Expenditure, Balance Sheet, Subsidiary ledger, party ledger, different balance sheet schedules, balance sheet with integration of current and future liability/asset Etc		
119	Year end Processing.		
120	The System should pass through various security level		
121	Raw data / Report printing process should be through an application of technology		
122	Auto generation of record number		
123	Detection of double/ negative entries		
124	Modification of entered records only after authentication with audit trail.		
125	Multiple Cash/ Bank books		
126	Multiple Debit/ Credit entries through same voucher		
127	Single/Multiple Cost Centre entries through same voucher		
128	Bill-wise/ on account payment adjustment of sundry debtors/ creditors from vouchers.		
129	Automatic TDS/Service Tax/GST/works Tax etc calculation facility during voucher entry		
130	Project/cost centre wise Accounting/ Trial Balance/ Receipts & Payments		
140	Simultaneous Cash-Contra entry		
141	Bank Pass Book updation		
142	Journal entries		
143	TDS Certificate & Annual Return Forms generation from system		
144	Group/ Sub-Group wise Trail Balance		
145	Receipt & Payments as per format of our organization		
146	Cash/ Fund flow statement		
147	Ageing analysis of sundry debtors/creditors		
148	Cheque Printing facility		
149	Monthly analysis of all account heads		
150	Accounts Confirmation Letters in Customized/ Normal format		
151	Customized Voucher Printing		

152	Audit Reports on Receipt/ Payments/ Sales/ Purchases exceeding user defined limits		
153	Provision for installment tracking of Sundry Debtors		
154	Data Zooming facility from Trial Balance/ Balance Sheet to Vouchers and facility to modify vouchers		
155	Graphical representation of any ledger accounts		
156	Narration search facility		
157	Any other to be discussed at the time of System Requirement Study		
158	<b>Cost center (Units):</b> System should have a provision to create the main and sub units. It includes Unit Code, Unit Name & position in Hierarchy of Cost center etc		
159	<b>Account Group</b> The details included in account group are Group Code, Group Name & position in Hierarchy of Group etc		
160	<b>Account Heads</b> It includes Account Code, Account Name, Account Group, Sub Account Entry (Option), Budget Quantity Entry (Option) and Bill by Bill Settlement (Option), etc.		
161	<b>Sub Account Group Creation</b> of subaccount group. It includes Sub Account Group Code, Subaccount Group Name etc		
162	<b>Sub Account</b> Creation of sub account for individual ledger, vehicles. It includes Sub Account Code, Sub Account Name and Sub Account Group etc		
163	<b>Budget Allocation:</b> While doing budget allocation system should capture the following details: Account Heads, Budget amount, Subaccount Group, Sub Accounts Name and Amounts, Financial Period and Cost center etc.		

164	<p>Revised Budget This is used to enter the revise amount of selected account heads in current financial period. It includes Account Head, amount, with effect date, Sub Account Group, Sub Accounts, Amounts, Financial Period and Cost center etc.</p>		
165	<p>Schedule Creation: Grouping of Account Groups forgetting schedule wise Balance Sheet and Income &amp; Expenditure Reports. It contains Schedule No, Schedule Name, Type</p>		
166	<p>Voucher Entries For creating vouchers: It includes Voucher Types, Voucher Date, Voucher No, Financial Period, Cost center, Reference Number, Reference Date, DD / Cheque No, DD/Cheque Date, reference/remarks, Account Heads and Amounts Voucher Types 1. Receipts (Cash and Bank) 2. Payments (Cash and Bank) 3. Journal 4. Contra 5. Copy of Voucher 6. Reversal of Voucher Note: Each Voucher should have provision for debit and credit.</p>		
167	<p>Voucher should have indication which user group has created/posted it with timestamp and its workflow trail.</p>		
168	<p>Printing User Defined: 1.Voucher Printing 2.Cheque Printing facility with different Bank different cheque size 3.Money Receipt Printing 4.Utilization Certificate &amp; Statement of Expenditure 5.Encashment of Increment Advice 6.Renewal of Increment Advice 7.Increment Advice 8.Acknowledgement generation for receipt of each externally funded project</p>		
169	<p>To maintain accounts for Grants and entire grants management like cash book, expenditure, salaries under various projects, maintain heads and sub heads</p>		
170	<p>Defining and preparation of budgets, Approvals, Allocations, Purchase proposals, Payment processing etc.</p>		
171	<p>Fund based accounting system and allocation and Fund expenditure control</p>		
172	<p>Accounts payable/receivable, creditors, debtors, bills receivable etc.</p>		
173	<p>Preparation and passing of various bills like TA/DA, LTC, Medical, Consultancy bills etc.</p>		



174	Preparation of Cash books, ledgers, Final Accounts, Depreciation register : Provision for integrating with stores & Purchase		
175	Should be able to integrate Finance modules with all kind of money transactions like Fees, Mess fees, Hostel fees, Fines, Late fees, library fines etc.		
176	All the accounting reports like Cash book, bank book, JV book, ledgers, Trial balance, balance sheets, Receipts and payments, Income and Expenditure statement		
177	<ul style="list-style-type: none"> <li>• Project Management:</li> <li>• MASTER</li> <li>• Project Creation</li> <li>• Project Details,Particulars</li> <li>• Instruments</li> <li>• Team Category</li> <li>• SETTINGS</li> <li>• Experiment Component Usage</li> <li>• Yearly Action Plan</li> <li>• Project Team,Project Progress</li> <li>• Estimated Manpower</li> <li>• Other Expense</li> <li>• REPORT</li> <li>• Project Status--<input type="checkbox"/>Technical</li> <li>• Project Details</li> <li>• Project Summary</li> <li>• Voucher Entry</li> <li>• Cash Payment, Cash Receipt, Bank Payment, Bank Receipt</li> <li>• Journal</li> <li>• Contract</li> <li>• Project Reports</li> <li>• Abstract Payment, Abstract Receipts, Statement of Expenditure</li> <li>• Statement of Expenditure Consolidated</li> <li>• Implementation of Research Project, Project Running Status</li> <li>• Funding Agency Summary, Breakup Of Closing Balance</li> <li>• Expenditure Details Under Funding Agents</li> <li>• Receipt Payment--<input type="checkbox"/>Funding Agency Wise, Running Scheme Details</li> <li>• Account wise Scheme closing balance</li> <li>• Outlay of Sponsored Projects</li> </ul>		
178	System should have functionality to integrate with Payment Gateways and Finance/Accounting System. Student should be able to pay fee online. Should be able to integrate with existing Tally accounting system.		

179	Should have the provision to generate Examination fee demand based on the university rules like caste/category/religion/Economic conditions etc.		
180	Must be integrated with Examination module and student should be able to see the fees demand and pay using their logins online.		
181	Provision for all the Fees related Reports based on various parameters		
182	System should be integrated with SMS gateway and email server and website for notifications to students/ parents about the fees paid and pending		
183	System should have functionality to enter the fee details submitted by different types of students and collecting all type of fees		
184	Refund of fees based on different criteria's		
185	Should be able to generate receipts/ vouchers etc. for bank reconciliation by the university		
186	<ul style="list-style-type: none"> <li>• Fees Collection -Challan /counter receipt /on line payment</li> <li>• Issue of Admission Slip</li> <li>• Late Fees Collection</li> <li>• Refund of Fees</li> <li>• Receipt cancellation&amp; reprinting of Receipts</li> <li>• Daily Collection Register, Fees Head Report etc.</li> </ul> Demand Creation Report <ul style="list-style-type: none"> <li>• Lock Fee Collection</li> <li>• Complete end to end online any kind of fee payment and integration to exam module. All kinds of integration available especially latest payment gateway for credit card/Net banking/debit card payment online.</li> </ul>		
	DEFINING FEES COLLECTION PRE-REQUISITES		

187	<ul style="list-style-type: none"> <li>• Fee Type – Define Fee Types such as General fee, various Fee Concessions, UGC Tuition fee, Fee Waiver Scheme 100%.....</li> <li>• Fee Receipt types – Define different types of Fee Receipts like Tuition fee, Exam fee, Hostel fee, Prospectus fee. In each Fee Receipt type, 30 different Fees Heads can be defined.</li> <li>• Fees heads – Define fee heads like Admission fee, Development fee, Identity Card etc. in each Fee Receipt Type defined.</li> <li>• Standard fees – Define standard fees according to fee receipt type, Degree, Branch, Admission batch, and Fee type for each semester.</li> <li>• Demand Creation – Create demand for single student as well as in bulk. Demand can be created for current as well as next semesters.</li> <li>• Receipt type modes for fees collection – Bank Challan, Counter Collection , online</li> <li>• Create counter for specific Users</li> </ul>		
188	System should have facility for entering the student details in the during admission to Deptt / university or capture online		
189	Salary Management, Salary computation, pay slips, pension, Gratuity, arrears calculation though their logins		
190	Tax Management, Generation of various forms, Provident funds		
191	PF (GPF / CPF) Calculations		
192	Integration withBio-metric Attendance system		
193	Bill section handles Payroll, bill preparation related to various sections. Payroll is automatic and integrated with Accounting System. Payroll systems will take care of salary, loans, and leave management. User-friendly masters has been adopted in order to reduce the complexity of transactions entry. Customized salary and schedules printing is available with Salary registers. Payroll and other related SMS & E-Mails		
194	Payroll Work flow should have pay slips generated for all employees as per University needs with complete customization. Pay slips should be available online		

	195	GPF Loan & advances details		
	196	Medical Bill report		
	197	Online Generation of all parameters required in pay slip for all employees of all types.		

## MODULE 4: STORE & PURCHASE

Module	S.No	Features	Bidder Response (Y/N)	Remarks
<b>STORE &amp; PURCHASE</b>	198	Planning for procurement of various items related to keeping in stock with their life cycle management. Stock Status(Consumable/Dead Stock wise), Item In /Out Status.		
	199	Inventory records and its evaluations with reporting. Record and track the quantity and value of all materials, perform physical inventory, and optimize all warehouse resources. Plan, enter, and document warehouse-internal stock movements by managing goods receipts, goods issues, storage, picking and packing, physical stock transfers, and transfer postings		
	200	Perform the complete procure- to-pay process, including requisitioning, purchase-order management, and invoice verification. Manage catalog content and enable employee self-service procurement of material and services. Integrate all business partners, including designers, suppliers, manufacturers, and customers. Collaborate efficiently with suppliers on product development, purchase-order management; invoice processing, and payment management		
	201	Input transactions such as Gate Entry, Material Requirement Note (MRN), Material Requisition Entry (Internal), Material Issue, Store return, Gate pass etc.		
	202	Quotations calling/Tender publishing		
	203	Vendor quotation/ Tender received data Entry		
	204	Preparation of Comparative statement		
	205	Recommendation of vendor		

206	Purchase / work orders to Vendors and marking CC to Finance Deptt for marking Budget.		
207	Receipt, verification & acceptance of goods (material receipt to be marked to Finance)		
208	Stock entry & Pass-Order		
209	Issue of goods to sections / departments and their updation in their indent book.		
210	Invoice entry transfer to accounts		
211	Requisition Of Items, Issue Of Items Against Requisition Item Return Details, Rejection of Items.		
212	Auction of Rejected Items.		
213	Issue of Items for Job Work, Direct Issue of Items.		
214	Stock Transfer Cancellation		
215	Purchase Order Change / Purchase Order Cancellation		
216	Codification of all Items with Bifurcationlike Furniture's, computers etc		
217	Inspection, Receipt and Rejection Handling and thereafter payment process		
218	Empanelment of Selected Suppliers for Purchasing Selected Items		
219	Handling of Rate Contracts and its facilitation for Purchase of regular Items		
220	Incoming Store and Central Store Entry Mechanism for Incoming material and after acceptance respectively		
221	Gate Entry Automation and then forward to Incoming Store		
222	AMC		

### ADDITIONAL MODULES:

Module	S.N.	Features	Bidder Response (Y/N)	Remarks
<b>Hostel &amp; Mess</b>	223	Creating Hostel Master with Academic year wise, Room number wise and floor wise		
	224	Hostel master linked with category wise with Room no, capacity, floor and Gender wise		
	225	Detailed information of hostel code with category, room no, floor no, Total vacant and Total Occupied		
	226	Hostel category wise fee setup, academic year and admitted year wise like as 2 seater, 3 seater etc.		

	227	Student allocation with hostel code and category based system with approval workflow and after that generate the Registration card and Entry Form		
	228	Re allocation process of student for next year		
	229	Seat Vacant process with approval workflow		
	230	Room change process with approval workflow. In this process user change the hostel category and room no as per the student requirement		
	231	Hostel leave application with approval workflow and it will be shown on Security (Gate Entry). In this process we will capture how many days student are going.		
	232	Mess Record with hostel wise. In this process we maintain the quality of food in Breakfast, Lunch and Dinner with remarks		
	233	Hostel Biometric capture in-out base system		
	234	Hostel Maintenance record how many complain are solved on daily basis or not and pending complain with remarks		
	235	All information will be maintain in log for future reference		
<b>Transport</b>	236	Transport Vendor master Information		
	237	Destinations Master Maintain		
	238	Vehicle Master Maintain with file attachment and maintain the validity of RC, Insurance etc.		
	239	Transport Route Master Maintain		
	240	Accessories Master Maintain		
	241	Campus Refuelling Process		
	242	Outstation Refuelling Process		
	243	Fuel Received Record		
	244	Breakdown Maintenance Record		
	245	Periodic Maintenance Record		
	246	Vehicle In Out Process		
	247	Driver Information Captured with file attachment		
	248	Job Card		
	249	Bill Registry		
	250	Transport Store Maintain with Stocks are in or out		
	251	Student Transport Allocation with Academic Year Wise and route wise		
252	Re allow student transport allocation with route wise and academic year wise			
253	After transport allocation generate the bus pass			
254	Cancel transport process with approval workflow and refund are maintain if amount will be refunded			
255	Change route process with approval workflow			
<b>Placement</b>	256	Company Database Management		
	257	Defining Placement schedule with program wise and what are the process criteria as (PI, WT, JD) etc.		
	258	Online Application of Job from Portals		
	259	Placement Registrations from Student Portals		

	260	Multiple registration for various JD's		
	261	System Checks on criteria required for placement		
	262	Interview Scheduling and intimation to applicants via SMS/Emails		
	263	Shortlisting of Candidates based upon the company's criteria		
	264	Final Placements with historical records		
<b>Gate Entry (Security)</b>	265	Gate Entry for NRGP Record		
	266	Gate Entry for RGP Record		
	267	Gate entry for items		
	268	Security Guard daily check process with duty place duty start time and end time, present/absent, observation and remarks		
	269	Vehicle master list information		
	270	Visitor Register Maintained		
	271	Vehicle In out information with all captured reading in-out		
	272	Student hostel leave information		
	273	Student list information		
	274	Purchase order information		
<b>Student Fees</b>	275	Student course/branch transfer process with approval workflow and transfer fee maintain and fee adjust in another course		
	276	Student cancel/deactive process with approval workflow and automatic refund in the system		
	277	Scholarship Setup with approval and setup will be maintain category wise, Qualification, Management Quota, Sports, Rank etc.		
	278	Fee setup creation with academic year, semester, year and admitted year wise		
	279	Fine calculation with fixed, percentage and slab wise		
	280	Fee transfer from on to another fee head process with reports		
	281	There are many type of JV used as fee rectification, Wave off and Discount		
	282	Automatic fine calculation with all functions		
	283	Bulk payment upload option for cash/bank		
	284	Bulk Refund upload option for cash/bank		
	285	Student fee refund process automatic		
<b>Academic</b>	286	Student Database with enrolment no. generation, course code, college code semester/year, DOB, mother name and father name etc.		
	287	ID Cards Generation of Registered Students with Barcodes		
	288	Couse master information as Duration of course, type of course, capacity, college code, session etc.		
	289	Course wise faculty detail academic year wise		
	290	Course wise subject tagging with faculty code academic year wise, section, group, batch wise		

291	Subject master information with type, classification, academic year, course, capacity, grace applicable etc.		
292	Student group and batch maintenance		
293	Student mentorship allotment information		
294	Room wise allocation for attendance		
295	Student promotion process		
296	Student demotion process		
297	Student attendance information		
298	Automatic Timetable generation from portal and upload of timetable		
299	Academic Events Calendar for student and Faculty		
300	Course Planning with No. of hours scheduling		
301	Marking attendance on portal and review the attendance		
302	Integration with RFID's, Biometrics and Camera Capturing for Attendance Process		
303	Course wise syllabus information academic year and semester/year wise		
304	Faculty load		
305	Edit attendance, daily report information,		
306	Continuous absenteeism list information with alerts to parents		
307	Assignment upload and download		
308	Extra Class Record Maintenance for students obtaining lesser attendance percentage or are detained due to any reason		
309	Class Rescheduling due to faculty absenteeism or any unfortunate means		
310	Online application for faculty arrangements if any class needs to be rescheduled		
311	Course plan process with approval workflow		
312	Student feedback list with approval workflow		
313	Bulk sms option for student/employee		
314	Student Detainment based upon the criteria mapped for each course; Semester wise attendance detainees, overall attendance percentage based detainee, internal marks based detainee with approvals flow		
315	Online Student and Faculty Grievances		
316	Student Discipline Module with disciplinary measures taken and record maintenance		



## **REPORTS & ADDITIONAL REQUIREMENTS**

Bidder shall develop a minimum of the following reports in the University Management System. Reports may be data reports/ graphical reports as per the requirement of Jamia Hamdard finalized during SRS stage.

- **Fee related reports:**
  - Date wise fee collections
  - Daily fees collections
  - Head wise fee collections
  - Item wise fee collections
  - Branch wise fee collections
  - Caste-Category wise fees collections
  - Student wise fee collections
  - Semester wise fee collections
  - Fees collected through various modes i.e. Drafts/Cheques/Online/Cash
  - Outstanding Fees Report, Refund Reports
- **Examination related Reports :**
  - Attendance sheets
  - Data Control sheets
  - Absentee Statements
  - UFM reports
  - Marks entry status report
  - Grade Cards
  - Marksheets
  - Tabulation Registers
  - Subject wise statistical reports
  - Grade/Marks change reports
  - Failed students report
  - Student Backlog list
  - Branch/Department Toppers Subject Wise/Over All Topper/Branch Result/Percentile scores
  - Result summary Reports
  - CGPA/SGPA statistical reports
  - Transcripts
  - Convocation related reports
  - Degrees, TC, Migration Certificates etc.
- **Finance related Reports:**
  - Balance Sheet as per common format of accounts
  - Income and Expenditure Report as per common format of accounts
  - Balance Sheet – Schedule Detailed Report as per common format of accounts
  - Income and Expenditure – Schedule Detailed Report as per common format of accounts
  - Trial Balance
  - Journal Report
  - Balance sheet
  - Ledger Report

- Individual Ledger Report
- Receipt and Payment account as per common format of accounts
- Schedule of Receipt account as per common format of accounts
- Schedule of Payment account as per common format of accounts
- Day Book
- Details of Remittance Received from Funding Source
- Running account Party Payment Calculation Reports
- Works Tax Calculation FORM 405 & Form402
- Status of Unspent Balance
- Utilization Certificate for MHRD
- STDS Return
- STDS Challan Entry
- TDS Return26Q
- TDS Challan Entry Form281
- Labour Welfare Cess Report
- Security Deposit Paid – Party wise and as a whole
- Earnest Money Received – Party wise and as a whole
- Security Money Received – Party wise and as a whole
- Generation of Form 16A
- Caution Money Received from Student (Student wise and as a whole)
  - i)Library
  - ii)Institute
  - iii)Hostel
- Cumulative Professional Development Allowance Register (Facultywise and as a whole)
- Start up Grant Register (Faculty wise and as a whole)
- Matching Grant Register (Faculty wise and as a whole)
- Department wise Expenditure
- Register Monthly and Yearly
- Increment Register
- Grant-in-Aid Register
- Bill Register Party wise
- Bill Register Expenditure wise
- Cost centre wise Report for each externally funded project
- Utilization certificate & statement of Expenditure for each externally funded project
- Transfer of fixed Assets from Project Account to Central JAMIA HAMDARD New Delhi Account on completion of Project/Term/Approval of Funding Agency
- Advance Register
  - Staff advance
  - LTC Advance
  - TA Advance
  - Any other to be discussed at the time of System Requirement Study
- Advance Register – Party wise and as a whole - Monthly / Yearly imprest
- Register – Employee wise and as a whole – Monthly /Yearly
- Any other requirements to be discussed at the time of SRS study
- **Establishment & Payroll related Reports:**

- Payslips
- Salary Slips
- Bank Reports
- Salary Register
- Salary Abstracts
- PF loan schedule
- Bank wise Reconciliation Statement (Monthly and Yearly)
- Outstanding Liability for Revenue Expenditure Statement
- Outstanding Liability for Capital Expenditure Statement
- Letter of Credit/ Margin Money Statement
- Increment list
- P.T. schedule
- Selected field reports
- Customized employee list
- Personal Record of employees
- Various reports based on Department, Caste, Salary, Pay-Scale etc,
- Advances/bonuses/Premiums to be paid
- Annual reports: Single employee, All employees, Single head all employees
- Salary budgets
- Service book
- Income Tax related reports
- Income Tax papers like Form 16, Form 12 BA, Form 24Q
- **Payroll reports:**
  - Pay Register(Location &Department Wise Cumulative Pay Slip(Vertical)
  - Cumulative Pay Register(Cash, Bank & Both)
  - Bank Advice
  - Leave Status
  - Deduction Register
  - Advance &Recovery
  - Leave Encashment Register
  - Overtime Register
  - Other Payments Register
  - Used defined Pay Slip
  - Used defined Pay Register
  - Increment Register as per 6th Pay Commission
  - NPS Register–individually and as a whole
  - Monthly
  - Yearly
  - NPS Lien Register–individually and as a whole
  - Monthly
  - Yearly
  - CPF Lien Register–individually and as a whole

- Monthly
- Yearly
- GPF Lien Register–individually and as a whole
- Monthly
- Yearly
- Loan Recovery Register–individually
- Advance Register–individually
- Festival advance etc
- Automatic Upgradation reports
- **Purchase and Store Reports:**
  - Department/Faculty Wise products of value, items etc
  - Department/Faculty wise spending report Weekly/Monthly/Yearly
  - Goods Return Reports.
  - Issue Report.
  - Loss Report
  - Stock Report .Etc
- **Additional Reports:**
  - List of students in registered in Hostel
  - Institute wise hostel list of student
  - Hostel Occupancy list
  - Hostel Mess report
  - Hostel allotted List
  - Hostel Maintenance Report
  - Student Hostel Vacant Report
  - Student Hostel Transfer List
  - Daily Hostel Attendance of student
  - Hostel Student Attendance Register
  - Hostel unreported Student list
  - Fuel Tank receipt and issue
  - Periodic fuel consumption report
  - Route wise student count
  - Pickup point wise comparison
  - Transport Route details
  - Transport staff details
  - Vehicle in out report
  - Vehicle trip report
  - Job card
  - Refuelling report
  - Bus pass generated report
  - Vehicle validity information
  - Bill registry
  - Vehicle charge report
  - Vehicle history and vehicle renewal report

- Company Master File
- Student Registrations Record
- Eligible Student List
- Students Registered v/s Placed
- Student Eligible but not Registered
- Students Registered v/s Not Placed
- Student Placement History
- RGP register
- NRGP register
- Goods Inward report
- Daily Attendance Report
- Course wise timetable
- Student attendance report
- Faculty Load report
- Student attendance report monthly
- University attendance list Report
- Student attendance summary Report
- Student Fee Due Report
- User wise collection Report
- Cash Collection Report
- Bank Collection Report
- Student Fee Ledger
- Daily voucher Report
- Fee transfer Report
- Fee waiver Report
- Student reconciliation Report
- Cheque DD detail Report
- All dues and payment Report
- Active new student list Report
- College wise daily collection Report
- College wise cash collection Report
- College wise bank collection Report
- Fine Calculation report
- Fee list Report
- Student Transport Count Report
- Student Hostel Registration Report
- Student Scholarship Detail
- Fee Due report
- Institute wise Dues-Payment Summary Detail.
- Fee Head Wise Dues-Payment summary.
- Fine -fine waiver & discount detail
- Institute wise dues discount & net dues summary detail.
- Programme wise student count wise Summary of Fess
- Academic year wise tuition fee & exam fee detail with student count.
- Student Dues/ Payment bulk & individual detail wise.
- Student Opening Report bulk & individual detail wise.

- Daily Dues Report
- All Dues and Payment Detail - Reporting/Non Reporting/Deactive with SK/without SK
- Student Wise Scholarship Detail - Reporting/Non Reporting/Deactive without SK
- Student Wise Rebates/Waiver Detail - Reporting/Non Reporting/Deactive with / without SK
- Student Wise Current Year Disc. Fine Dues Detail - Reporting/Non Reporting/Deactive with SK/without SK
- Cheque Bouncing Report from (date) to (date)
- Receipt Cancellation Report from (date) to (date)
- Old Active Student Count Report Report for the period 01/04/(year) to (date)
- Active New Student Count Report Report for the period 01/04/(year) to (date)
- After the transfer when old invoice unapplied, no any data / report should be change from back date
- **Graphical and Tabular Dashboards:**
  - Graphical as well as tabular dashboards for Admission Head
  - Graphical as well as tabular dashboards for Academicc Head
  - Graphical as well as tabular dashboards for Finance Head
  - Graphical as well as tabular dashboards for Registrar
  - Graphical as well as tabular dashboards for Vice Chancellor
  - Graphical as well as tabular dashboards for Administration
- **Additional Requirements:**
  - System Wide Functionalities
  - System Management and User Management Requirements
  - Logs
  - Security Requirements
  - Legal and Regulatory Requirements
  - Interface Requirements
  - Common Technical Requirements
- **Integration Requirements:**
  - Payment Gateway
  - SMS Gateway
  - E Mail Solution
  - Integration with Website
  - Online Fees of Students
- **Role based Dashboards** for all the users like Students, Faculty members, Administration, Management, Staff etc.
- **System Management and User Management:**
  - **Access:** The University Management System should be accessible to
    - Employees/faculties/students in the Jamia Hamdard
    - Parents for information
- **User Management:**
  - The system should allow (admin user) creation and management of user with relevant details

- The system should allow to create unique username only
- The system should provide feature to search a valid username
- The system shall prevent unauthorized users from accessing the system.
- Registered users in the University management system shall be allowed to log-  
 on only to those functions which they are authorized to access and use.
- The password management system shall require the use of quality (i.e. difficult to guess) passwords
- **System Wide Functionalities**
  - University Management System shall have the capability to format output to support HTML, XML, text, excel, csv etc for data exchange/integration with various entities involved in the process
  - The entire UMS system should have API's for integrations to various external systems without any additional cost from day one of its implementation.
  - University Management System shall have the capability to complete all requests (e.g. store, retrieve, update etc.) without any data loss.
  - Input data shall be validated for out of range values, missing or incomplete data, and unauthorized or inconsistent control data.
  - Tally integration and other related software in Finance should be integrated.
- **Integration, Security & Backup**
  - A fully integrated system with all modules interlinked.
  - No duplication of the work/data.
  - Encrypted password for User login optional SSL integration.
  - OTP–One time password at Marks entry.
  - Password protected database.
  - Role based access to various Users.
  - Automatic monitoring +Log file creation of all critical transactions
  - Backup through disk mirroring, backup via LAN, WAN, Backup server scheduling & manual backup on other machines.
- Security mechanisms must be in place by employing combinations of the following mechanisms as required:
  - Encrypted Passwords for Users
  - Restricted Access Menu
  - IP Authentication
  - Data Audit
- **CHANGE DURING PROJECTS AND AMC:** Any change in the functional or non--  
 functional requirements post signoff of the requirement specification document shall be deemed as a Change Request and shall be free of cost during warranty period of first year and free of cost as a part of AMC for next 2 years.
- **PROJECT REPORTING AND DASHBOARDS**  
 The Supplier shall provide Jamia Hamdard with the following reports and dashboards at the frequency set out in the table below:

Report	Duration
Overall Program Status	Weekly
Highlights & Lowlights	Weekly
Project Status - Planned vs. Actual Performance	Weekly
Risks & Issues	Weekly

Consolidated development tracker	Weekly
Detailed project status report	Weekly

- **PROGRAM MANAGEMENT METHODOLOGY**

The Supplier will bring in best practices from its experience and make them part of delivery methodology used for providing Services to the Purchaser / Customer. The Supplier will work with Jamia Hamdard to define and document the methodologies to be used during various phases of the delivery, which will be approved by the Purchaser. Some of the methodologies are mentioned below:

- Requirement gathering methodology
- Architecture development and assessment
- Project and steady state documentation policy
- Test strategy
- Release management methodology

- **TRAINING**

- The Supplier shall provide onsite training for the Solution to Jamia Hamdard.
- The Supplier shall also conduct live demos as required during the training sessions.

- **DOCUMENTATION DURING SDLC PHASE**

The key document will be produced by the supplier during this phase are listed below:

Document Name
BRS Document
HLD Document
LLD Document
SRS Documents
SIT Test case Documents
UAT Test Case Document
Requirement Traceability Matrix
Performance Test Case Report

- **DOCUMENTATION DURING RELEASE AND DEPLOYMENT PHASE**

The following document will be produced by the supplier during the release and deployment phase:

Document Name
Standard Operating Procedure Document
Release & Documentation
User Manuals

- **ENTERPRISE ARCHITECTURE PRINCIPLES**

**Architecture Principles in Projects**

The Supplier will have architects who shall take care of solution in the Scope and also the Solution within systems or domains. The Supplier shall cover following architectural services during the project phases.

**Requirement Analysis**



Requirement analysis and solution risk assessment will be done by Supplier in accordance with Jamia Hamdard Business requirements.

**Design Phase**

Solution assessment in the agreed template High level design to be documented in the agreed template.

**Coding and Unit Testing Phase** Solution assurance is conducted **Testing** Support for performance testing.

**Architecture Guidelines**

The solution being delivered should meet the solution quality criteria's. The solution should be developed as per the architecture development methodology and framework. Following shall be the high level guiding principles for architecting the solution:

- Flexibility and scalability
- Easy to use, operate and manage
- Exception handling
- Minimal customization but open to it
- Service oriented architecture
- Business process driven architecture
- Information security
- High availability
- Cost effectiveness
- Unique data mastering
- Avoid overlap
- Avoid marginal integrations
- Remove replaced solutions

- **ROLE AND RESPONSIBILITY**

**The supplier shall share role and responsibility matrix of persons involved in this project.**

- **CONTINUOUS IMPROVEMENTS**

The Supplier will continuously work with the Purchaser to simplify the architecture and business processes to improve the operational efficiencies. The Supplier will undertake periodic exercise to review architecture and business processes and come up with proposals for improvement.

## **ANNEXURE 2 : FINANCIAL BID**

Name & Description of the Item & Firm:

S.N.	Component	Cost	GST	Total
<b>Cost for immediate Consideration of Financial Score (FSB)</b>				
1	Cost of System Study, Gap Analysis, design, development and deployment of software with 3 years comprehensive warranty & system handover including source code. (Two Dedicated Software Developer Manpower with 5 years of experience for onsite service support for 3 years is Compulsory) This shall include all changes required by University.			
2	Cost for other related components including database software licensing, if any (attach with details as annexure)			
3	Any Other Costs (Pl. mention and details)			
4	Cost of ANNUAL TECHNICAL SUPPORT (AMC) for 4th Year with all changes if any required by the University with Service support by 2 dedicated Engineers as per the Eligibility of Engineers on Technical Bid Tender.			
5	Cost of ANNUAL TECHNICAL SUPPORT (AMC) for 5th Year with all changes if any required by the University with Service support by 2 dedicated Engineers as per the Eligibility of Engineers on Technical Bid Tender.			
	<b>Total Order Value (BID Amount)</b>			
	<b>Total Order Value (BID Amount) in words</b>			

**Taxes to be declared separately for each of above as mentioned.**

Date & Seal

Name and Signature  
of the competent Authority  
of the firm

### **ANNEXURE 3: DECLARATION**

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

I/we hereby solemnly declare and affirm that the all documentary evidence/declarations shared in this RFP by our Company are true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed therein.

Date & Seal

Name and Signature  
of the competent Authority of the firm

## **ANNEXURE 4: ANNUAL TURNOVER**

SI. No.	Annual turnover with respect to the item quoted			Cumulative Turnover for last three F.Y.
	2016-17	2017-18	2018-19	

Signature of the Chartered Account with seal

Signature of the bidder with Seal

Note:

- (i) Documentary evidence shall be submitted along with the format,
- (ii) Certified copies of ITRs of the above years shall be enclosed

**ANNEXURE 5: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR TECHNICAL EVALUATION**

<b>FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR TECHNICAL EVALUATION</b>	
Name of the Purchaser	
Description of Purchase Order	
Value of Purchase Order	
No of Modules and Name of modules in Purchase order (inclusive of Finance, HRMS, Examination, Stores and Purchase)	
Successful Completion (Yes or No)	
Time taken to Complete the Project in months.	
Completion Certificate	
Proof of all of the above information in the form of attachments for evaluation as per Technical Evaluation criteria.	

Date:

Authorized Signatory:

Seal of the Organization:

Name:

Designation:

**ANNEXURE 6: FORMAT FOR CVs OF EMPLOYEE, WHO  
WOULD BE INVOLVED IN THIS PROJECT**

<b>Format for the Profiles</b>	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> <li>• Degree</li> <li>• Academic institution graduated from</li> <li>• Year of graduation</li> <li>• Specialization (if any)</li> <li>• Key achievements and other relevant information</li> </ul>	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant	
Past assignment details (For each assignment provide details regarding name of the organization worked for, designation, responsibilities, tenure	

Date:

Authorized Signatory:

Seal of the Organization:

Name:

Designation:

## **ANNEXURE 7 : FINANCIAL BID COVERING LETTER**

**(To be filled and submitted by the bidder along with the financial bid on their Letter head)**

To  
The Registrar,  
Jamia Hamdard,  
New Delhi

Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to work as “Selected Bidder” as per the defined Scope of the work, Requirement specifications, Service Level Standards & in conformity with the said bidding document for the same. We hereby offer our best price as per the details below and would be valid as per the details mentioned in the tender.

I/ We undertake that the prices are in conformity with the specifications/ requirements prescribed. The prices are inclusive of all type of govt. taxes/ duties as asked in the financial bid

I/ We undertake, if our bid is accepted, to deliver the goods and services in accordance with the requirements of ‘Jamia Hamdard’ mentioned in the bidding document.

I/ We hereby declare that, in case, the contract is awarded to us, we will submit the performance security for the due performance of contract and in the form prescribed by Jamia Hamdard

I/ We agree to abide by this bid for a period of days specified in TENDER, after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

I/ We confirm we deliver the required functionalities in 3 months from the date of release of Purchase Order (Contract) failing which University can cancel our Bid and forfeit the EMD amount.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive. We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory: Seal of the Organization: Name:

Designation:



## **ANNEXURE 8 : SELF-DECLARATION – NO BLACKLISTING**

To,  
The Registrar,  
Jamia Hamdard,  
New Delhi

In \_\_\_\_\_ response to the Tender Ref.No. dated \_\_\_  
\_\_\_\_\_ for {Project Title}, as an Owner/ Partner/ Director/Auth.  
Sign. Of, I/ We hereby declare that  
presently our Company/ firm, at the time of bidding:

- a. possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b. have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c. is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State Government/ Central Government/ PSU/ UT/any University.
- d. does not have any previous transgressions with any entity in India or any other country during the last three years
- e. does not have any debarment by any other procuring entity
- f. is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g. does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h. does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i. will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by Jamia Hamdard or GoI, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled

Thanking you,

Name of the Bidder: - Authorized Signatory: - Seal of the Organization:-

Date:\_\_\_\_\_

Place:\_\_\_\_\_

**ANNEXURE 9 : COVERING LETTER FOR THE BID**

**(To be submitted on Company’s Letter head along with the ‘Technical bid’)**

To  
The Registrar,  
Jamia Hamdard,  
New Delhi

Reference No.

Dear Sir,

Ref: Request for Proposal (RFP) Notification dated..... No.....

1. I/We, the undersigned bidder, Having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to work as mentioned in the Scope of the work, Functional requirements, Service Level Standards & in conformity with the said bidding document for the same.
2. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
3. I/ we hereby submit our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your.
4. I/We agree to abide by this RFP for a period of days as specified in the ‘Tender Document’ from the closing date fixed for submission of bid as stipulated in the RFP document.
5. I/We understand that the Purchaser is not bound to accept any bid received in response to this RFP.
6. In case we are engaged by the Purchaser, we shall provide any assistance/cooperation required by Purchaser, appointed auditing agencies (if any), officials and Other Stakeholders of the project for performing their duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.
7. I/We agree that Jamia Hamdard can cancel the bid or bidder anytime during the Tender process and not liable to give any explanation thereof.

Signature.....  
In the Capacity of.....  
Duly Authorized to sign proposal on behalf of.....  
Seal of the Organization.....  
Date.....  
Place.....