

**Invitation of Expression of Interest (EOI)
For Developing
Examination Result Processing Software
Based on
Choice Based Credit System(CBCS)
As per UGC Guidelines
&
Online Systems , Web Portal & Digitization of Old
Examination Records**



Assam University: Silchar
(A Central University by an Act of Parliament)

Ref No: AUE/Exam-Software/2014-15

Date of Issue: 10/03/2016

Last date of Submission:18/04/2016



Assam University: Silchar
Invitation of Expression of Interest(EOI)

AUS is inviting Expression of Interest from --

A) Reputed Software Consultancy Firms for Developing- Examination Result Processing Software Capable of incorporating CBCS Guidelines, Online Systems, Web Portal & Digitization of Old Examination Records. Estimated cost of the Project is Rs.80,00,000/- and

B) Reputed Printing Houses for enrolment as registered vendors for printing of Answer Scripts, Loose Sheets, Mark Sheets, Admit Cards etc. Estimated cost is Rs.40,00,000/- (app) per year . For Details, please visit http://www.aus.ac.in/tender_contracts.html after 1pm of 10th March 2016.

Sd/-

Controller of Examinations
Assam University, Silchar- 788011

1. CONTENTS

S. No	Section	Page No
1.	Invitation to EOI	3
2.	Selection Method	4
3.	Instructions to Vendors	5
4.	Brief Introduction & Scope of Work	6
5.	Terms and Conditions	9
6.	Form A/Form B/Form C/Form-D	12-15

1. Invitation of Expression of Interest (EOI):

Assam University: Silchar, henceforth referred as AUS, invites Expression of Interest (EOI) from VENDORS having experience in successfully executing similar projects. The detailed EOI document is available at AUS website www.aus.ac.in. The EOI shall be submitted along with the necessary supporting documents and a processing fee of Rs. 5, 000/- only as per the date and time mentioned in the document.

This EOI document contains the scope of work, qualifying requirements, terms and conditions, forms and procedure for submission of proposal for interested Organizations. The short listed Organizations shall be provided with further opportunities for interaction with AUS to study and submit a detailed technical and financial proposal (Two BID System) for the objectives set forth in this EOI document. AUS reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. Please visit AUS website at http://www.aus.ac.in/tender_contracts.html or contact the undersigned for more technical details:

Sd/-

Dr.Suprabir Dutta Roy,
Controller of Examinations
Assam University: Silchar
Dargakona, Dist: Cachar, Assam
Pin: 788011
Email-au.examination@gmail.com

2. SELECTION METHOD:

Stage I: Expression of Interest (EOI)

1. AUS invites Expression of Interest (EOI) only from experienced Software Consultancy Organizations(henceforth , will be referred to as Vendor) with expertise in Software Development, Customization, Maintenance, Management and User support for computerization of Examination Result Processing System including online Student's Registration System, Online Examination Form fill-up system, Web Portal from which online results can be published and Digitization of Old Examination Records(from 1994 to 2002).

2. Vendors will be short listed for Stage-II(RFP) if:

- i. The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & should have been in existence in India **for the last two years.**
- ii. The vendor must be registered in India with appropriate tax and other administrative authorities.
- iii. The vendor should have had an average annual financial turnover of at least Rs.1.5 Crores in the last two financial years from Software Consultancy Services, if applied for all the four types(*Result processing software based on CBCS guidelines/online system for student registration process and examination form fill-up/dynamic web portal /Digitization of old examination records*), duly audited and certified by the Chartered Accountant of the Organization.
 - a)If a vendor apply only for implementing Examination Software based on CBCS guidelines/Online Systems/Web Portal , the minimum turn-over should not be less than Rs.1 Crore in last two financial years, duly audited and certified by the Chartered Accountant of the Organization.
 - b) If a vendor apply only for Digitization of Old Examination Records(from 1994 to 2002), the average annual financial turn-over should not be less than Rs.50 Lakhs in last two financial years, duly audited and certified by the Chartered Accountant of the Organization.
- iv. Should have technically qualified and well-experienced strong in-house resource based on company role.
- v. The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.
- vi. A non refundable Processing fee of Rs. 5,000/- shall be in the form of Demand draft in favor of the "Assam University, Silchar", payable at Silchar.

- vii. Documentary Support for all the above, with copies of documents / purchase orders & letter of completion from customers for projects completed in the last five years.

Stage II: Request for Proposal (RFP)-

1. AUS shall circulate a detailed RFP among the short listed vendors only.
2. The short listed vendors may also carry out the required study of the requirements, at their own cost, based on the Terms Of Reference(TOR) of AUS.
3. The short listed consultants shall submit a detailed Technical and Financial Proposal as per RFP document.
4. The technical proposals submitted by the vendor shall be evaluated by a Technical Evaluation Committee.
5. ***The short listed vendors will be required to provide detailed demonstration of similar types of works undertaken by them earlier, on specified date as will be decided by the University ,in consultation with the vendor. If required , a team from the University may visit the place of installation.***
6. The financial proposals of the short-listed vendors will be evaluated by the Evaluation Committee formed by the authority of the AUS.

3. Instructions to Vendors :

3.1 Authorized Signatory:

The 'Applicant' mentioned in the EOI document shall mean the one who has signed the EOI document forms. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.

All the sheets and the forms submitted by the vendor shall be signed by the person/ persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp.

3.2 Sealing of Envelopes & Submission:

- a) The Expression of Interest along with Demand Draft is sealed in an envelope super scribing "Expression of Interest – Examination Related Software"

- b) This envelope shall be addressed to "The Controller of Examinations, Assam University: Silchar, Dargakona, Dist:-Cachar, Assam , Pin-788011"and submitted on or before **18/04/2016 by 1pm**.
- c) The Expression of Interests will be opened on **18/04/2016 at 2pm** in presence of the bidders who may wish to be present.
- d) AUS reserves the right to reject any or all the EOIs without assigning any reasons.

4. Brief Introduction & Scope of Work:

The selected vendor shall have to provide/implement-(i) Comprehensive **Software for Entire Result Processing (starting from Registration Process, upto generation of Final Certificate)** based on the **CBCS GUIDELINES AS PER UGC as well as University regulations, to create a new web Portal for Examination branch with the capability of publication of results online, implementation of online system for Registration Process and Examination Form Fill-up and (ii)Digitization of old examination records(from 1994 to 2002)**. The selected vendor shall also be responsible for the complete turnkey operation of the IT systems(both Software & Hardware) to ensure a minimum of 99.5% uptime availability of all the applications under this project.

4.a) Proposed New Software:

i)The University desires to implement a comprehensive Software based on Choice Based Credit System(CBCS) for all the courses as per standard UGC guidelines as well as University Regulations/Online Systems for Registration Process & a dynamic Web Portal. The software should include, but not restricted to the following:

- **Online System for Registration data entry.**
- Generation of Registration Certificate.
- **Data entry for application form fill up of examination-to be done online.**
- Admit card generation.
- Attendance sheet generation.
- Marks foil generation.
- Credit entry.
- Attendance entry-not to be done manually, OCR Scanner or any other modern technology may be used/or online link may be provided to the stake holders.
- Marks entry - not to be done manually, OCR Scanner or any other modern technology may be used/or online link may be provided to the stake holders.
- Process of Grace marks.
- Printing of Marksheet.
- Printing of Final marksheet .
- Printing of result sheet.
- Printing of final result sheet.
- Printing of rank list.
- Printing of certificates.
- Printing of different result statistics.
- **Developing a Web Portal** for Examination system from where any kind of information may be uploaded and result can be published online from where a student can view his/her result just by entering a no(either roll/no etc.).

THE VENDOR IS FREE TO PROVIDE ANY OTHER SOLUTION WITH MODERN TECHNOLOGIES.

ii) Digitization of Examination Records: *The University also desires to implement a robust software for making all the old examination records into digitized format and necessary processing thereon . The period of such digitization would be from 1994 to 2002.*

4.b)Bug-Fixing and End-User Problem Resolution:

The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged and categorized on the severity levels. The vendor shall identify the solution and take necessary approvals from AUS and release the patch for User Acceptance Test (UAT) after fixing the defects. The vendor shall document defects / bugs encountered as well as document the solution of the same and ensure re-installations, in the event of system crash/failures.

4.c)New Development and Enhancements:

The enhancements or new development may also be required to fix some complex problem requests or defect fixes and upgrades the application performance.

The vendor shall ensure that correct version of the application / program units are being considered to carry out application enhancements/ new development through configuration management plan for configuration management and version control using the version control software.

The Vendor shall obtain the necessary UAT approvals from respective stakeholders within AUS for the modifications / enhancements.

4.d)Configuration Management and Version Control:

As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management. The vendor shall assist AUS in ensuring that a copy of the production environment is backed up and stored in the repository before the new / modified components are copied to Production.

4.e)Release Management:

As part of the release management, the vendor shall perform the following activities:

- Group the related change requests, assess their development progress and accordingly prepare a schedule for their release.

- Prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.

4.f)User Technical Support:

- Provide online/offline support for the resolution of technical queries by end users as & when required.
- Conduct Application training for the users and total system/configuration training to the concerned technical officers of AUS.
- End-user problem resolution.
- Training to users will be provided without any extra cost. AUS will not carry any kind of travelling/boarding/food expenditure of the engineers of the vendor in Silchar or any other place.

4.g)Administrative Support:

- Support for the entire System.
- Support for Storage Management.
- Support for Security of the entire project.
- Support for Maintaining the Database.
- Support for Backup and Restoration of the System.

As per the scope of work defined above, the Project covers maintenance and up-gradation of the above mentioned applications. **The vendor team has to follow complete Software Development Life Cycle (SDLC) for each of the application developed and implemented in AUS.** The onsite deployed team may be involved in the new assignment. If needed, additional manpower may be hired for the additional activity after assessment of the actual manpower requirement.

5.Terms and Conditions:

The vendor shall be responsible for all the development, implementation, testing, maintenance, support, future enhancements, documentation, operations and management of applications. The vendor should carry out all the modifications/updation/additions/deletions in the applications whenever required by AUS. **The web portal has to be maintained in bilingual (Hindi and English). AUS will provide information in English. The vendor has to provide translated document duly typed in Hindi which will be verified by AUS before uploading it on the website.**

The vendor before performing updation in the applications, should carry out an impact analysis and the report should be submitted to AUS for its approval. After getting the approval, changes may be incorporated in the system. If a re-design of the application is required, then the vendor should take up this task with the consent of AUS. The vendor should take consent of the University if there will be any **change(s) in the team/team members.**

The vendor shall be responsible for the complete turnkey operation of the IT systems (both software & Hardware) to ensure a minimum of 99.5% uptime

availability of all the applications under this project. It shall also ensure following deliverables from the team, deputed onsite or by deploying additional resources if situation arises:

- Complete **Software Development Life Cycle (SDLC)** should be followed for each application.
- Proper Documentation with versioning of all the applications should be maintained like SRS, High Level Design, Low Level Design, functionality document (process document), user manual, test case report, test evaluation report, Impact Analysis Report, Change Document etc.
- All the changes in the applications should be properly documented and reflected in respective documents.
- Any change in the application should be done through change request form. After completing the change a request closure form should be filled.
- **A log should be maintained for all the changes done in the application or database.**
- **Proper coding standards** should be followed in all the applications.
- **Periodic code review** should be done for improvement in source code.
- **Code & query optimization** should be done to the extent possible.
- **Proper testing** should be done for the changes done in the application or database. **Testing** should be done on **exhaustive test cases**. These test cases should be reviewed by the team leader and a **test report should be maintained**.
- **Ensure proper backup of application and database as per the approved backup policy.**
- **In case of any eventuality**, it has to be ensured that the **downtime is minimum** and **system is restored with no data loss**.
- It should also be ensured that all the **security measures are undertaken to prevent vulnerabilities / threats /hacking of application or data theft**.
- The vendor shall be responsible to maintain the **confidentiality of application, data and any other information and make sure that information is not shared outside the AUS Examination Branch**. The required confidentiality agreement shall be signed by the Agency as well as by each team member deployed at AUS.
- **Source Code** will be handed over to AUS along with compiled version and executable.
- Any software developed shall be the property of AUS. Software, Documents, Information and other elements of the project shall have the **copyrights of AUS** unless some copy right material is used with due permission of any third party.
- **Proper versioning of source code** should be maintained.
- It should be ensured that uploading of the modified application in the live servers is carried out with due care to avoid any wrong upload or accidental file replace.
- ***The selected vendor will have to ensure certification for all the applications by CERT-IN empanelled Internet Security Auditor after fulfilling all the security compliances. The vendor shall comply the security and hosting requirements of the data centre.***
- ***The onsite team shall also be responsible for giving demo & presentation of application as and when required.***
- ***Preventive maintenance shall be carried out on the database and functioning of the application to handle large volume of traffic.***
- Customer support should be provided for user problem and queries.

- Daily Backup of Database and applications has to be taken and maintained by the vendor.
- Reporting required from the vendor---
 - Weekly & monthly, reports with Project Status & open issues.
 - Weekly/fortnightly/monthly Performance Monitoring Reports for the Application.
 - Updated system design documents, requirements specifications etc.
 - Updated user manuals, administration manuals, training manuals etc.
 - Call Log /emails & Resolution Reports for Helpdesk.
 - Software change logs etc.
- If there be any dispute, it will be referred to an arbitrator to be appointed by the University for Decision and award. The award or decision of the arbitrator shall be final and binding on both the parties.
- Civil Court shall have no jurisdiction to entertain any dispute regarding this tender.
- **Payment Terms: As per GOI norms.**
- The successful bidder after receipt of the **Letter of Intent(LOI)** has to **deposit 10% of bid accepted value** in the form of **Term Deposit** from any **Nationalized Bank** in favor of **Assam University, Silchar** payable at Silchar as security deposit , along with a **Letter of Acceptance(LOA)**. Work order will be issued/Agreement will be signed to/with the successful bidder after receiving of the LOA along with the Term Deposit.
- The Security Deposit will be returned to the vendor after successful completion of three years(From the date of final hand-over) for the entire project or for CBCS software, online systems, web portal .
- For Digitization of Old Examination Records, the Security Deposit will be returned to the vendor after successful completion of one(1) year from the date of final hand-over.
- The bidders shall have to submit their EOI within **1pm of 18/04/2016 in Examination Branch, TDC Section of Assam University, Silchar. No EOI will be accepted after the scheduled time and date of submission of tenders.** The tender will be opened on **DATE by TIME.**

NOTE:

a) Online Systems (online student registration process/online examination form-fill up process) may run/control from the Servers of the vendor's own Office. The Result Processing software based on CBCS guidelines , the Web Portal and the software for Digitization of old examination records(from 1994 to 2002) will be installed in the Servers of the Examination Branch. The Vendor must specify the Hardware requirements for implementation of the entire project. If required, the University may ask the Vendor to provide entire hardware requirements for implementation of the same(this is for weaving out the conflict between Hardware & Software Vendors).

b) The total implementation (Hand-over after UAT) of CBCS Software/Online systems/Web Portal has to be completed within 75 days from the day of receipt of the work-order/signing of the Agreement. For Digitization of Old Examination Records, the project has to be completed within 120 days from the day of receipt of the work-order/signing of the Agreement.

c)The vendor should provide Maintenance Support (Online & offline with onsite Engineers, if required) of all the products(except Digitization of Old Examination Records) for a period of Three (3) years from the date of final hand-over of the product, without any extra cost. After completion of one full circle (3-years), the University will go for Agreement / AMC with the vendor if required.

The Maintenance Support (Online & offline with onsite Engineers, if required) of the software for Digitization of Old Examination Records will be for a period of One(1) Year from the date of final hand-over of the product, without any extra cost. The University will go further Agreement / AMC with the vendor, if required ,after one year.

IMPORTANT:

*a)A Vendor may quote for the entire project(CBCS Software/Online Systems/Web Portal/ Digitization of old Examination Records) **OR** may quote either for CBCS Software, Online Systems, Web Portal as a whole **OR** may quote only for Digitization of Old Examination Records.*

b)Merely quoting only for CBCS Software or Online Systems or Web Portal is not allowed.

All Pages of the Tender Document must be Signed and Sealed by the Vendor

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

Form-A

Pre-qualification Criteria

Eligibility Criteria and supporting documents required for Submission of Expression of Interest:

S.No	Eligibility Criteria	Supporting Document Required	Yes / No and Deviation, if any
1	The Vendor shall be a single entity, registered as a Company, Firm or Society under respective acts in India & Should have been in existence in India for the last five years.	Self attested Copies of Company Incorporation Certificate or Registration Certification from ROC.	
2	The Vendor must be registered in India with appropriate tax authorities.	Self attested Copies a)Service Tax Registration, b)VAT Registration, c)PAN Card.	
3	The Vendor has to submit Income Tax Return for last three years	Self attested Copies of IT Return.	
4	The Vendor should have had an average business turnover of at least Rs.1.5 Crores in the last two years from Software Consultancy Services for the entire project. OR As mentioned in 2(iii)a/b in page no-3.	a)Self attested Copies of Certificate from the Chartered Accountant of the Organization. b) Self attested Copies of Audited Balance sheets for last three years.	
5	Should have technically qualified and well - experienced strong in - house resource based on company roles.	Resumes of key resources available on company roles, including their PF/EPF no. (With proper seal and Signature)	
6	Copies of documents / purchase orders & letter of completion from customers for projects completed in the last three years.	Self attested Copies of the major projects completed during the last 3 years.	
7	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Undertaking document with proper seal and signature.	
8	Processing fee of Rs. 5,000/ - (non - refundable.)	Demand draft drawn in favor of the "Assam University,Silchar", payable in Silchar, from any nationalized bank.	

FORM B
EOI Letter Performa

To
The Controller of Examinations
Assam University: Silchar
Dargakona, Dist: Cachar, Assam.
Pin-788011

Sub: Expression of Interest for short-listing of vendors for development and maintenance of Examination Software based on CBCS Guidelines as per UGC, online system for registration form fill-up & examination form fill-up, dynamic web portal / Digitization of old examination records of Assam University.

Sir,

The undersigned having read and examined in detail all the EOI documents pertaining to your assignment-do hereby express the interest to do the work as specified in the scope of work in clause no-4 and agreed to all the terms and conditions as specified in clause no.5.

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

We have enclosed the following documents:

1. Letter of Authorization.
2. **Form A should be submitted on the company's letter head duly sealed and signed by the authorized person.**
3. Processing Fee of Rs. 5,000/ in the form of a Demand draft drawn in favor of the "Assam University, Silchar", payable in Silchar.
4. Details of experience as in Form-C.
5. Self Attested copies of Supporting Documents.
6. Form-D

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

Thanking you,

Yours faithfully,

(Signature of the Applicant)

Name:

Designation:

Seal:

Date: _____ Place _____

Witness by - Signature:

Name :

Address:

Date : _____

FORM-C

DETAILS OF EXPERIENCE IN DEVELOPING EXAMINATION RESULT PROCESSING SOFTWARE / ONLINE SYSTEMS/WEB PORTAL/DIGITIZATION OF OLD EXAMINATION RESULTS:

A. Customer References related to Development and Maintenance of Examination Result Processing Software (Preferably ,based on CBCS guidelines as per UGC) that the applicant has been engaged during the last two years:

S.No.	Name & Address of The client	Date of start Of the work	Date of Completion	Website Address	cost of the Project
1.					
2.					
3.					

B. Customer References related to the development of Online Systems for the student registration process/examination form fill-up that the applicant has been engaged during the last two years:

S.No.	Name & Address of The client	Date of start Of the work	Date of Completion	Website Address	cost of the Project
1.					
2.					
3.					

C .Customer References related to the development and Maintenance of Dynamic Web Portal with the capability of publication of results online that the applicant has been engaged during the last two years:

S.No.	Name & Address of The client	Date of start Of the work	Date of Completion	Website Address	cost of the Project
1.					
2.					
3.					

D. Customer References related to the Digitization of Old Records(from 1994 to 2002) that the applicant has been engaged during the last two years:

S.No.	Name & Address of The client	Date of start Of the work	Date of Completion	Website Address	cost of the Project
1.					
2.					
3.					

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

FORM-D

DECLARATION BY VENDOR TO BE SUBMITTED ON NON- JUDICIAL STAMP PAPER OF Rs.1,00.00/-

I/ We, owner of/
.....
representing.....,

hereby solemnly declare & confirm that:

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

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

Name:

Date:

Place: