

Tender Document for
Campus Automation Software

Centre for Development Studies.



Centre for Development Studies (CDS)

Prasanthnagar

Ulloor

Medical College P.O.

Thiruvananthapuram - 695011

Tender Number : CDS/CC/CAS/2017-2018/1

26-07-2017

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Abbreviations & Definitions

In this document and associated documentation, the following terms shall be interpreted as indicated:

- "CDS" means Centre for Development Studies.
- "Service Provider "means the firms who respond to this tender.
- "Services" means services ancillary to the supply of Campus automation software, such as installation, commissioning, maintenance, technical support, training, comprehensive on-site warranty, up-gradation and other obligations of the vendor covered under the Contract.
- "The Goods" means the Campus automation software, which the vendor is required to design, develop, and supply to the Purchaser under the Contract.
- "The Purchaser" means Centre for Development Studies.
- " The Specification" means the specification specified by the purchaser.
- "Vendors" means the firms who respond to this tender.

Section 1

Introduction

Centre for Development Studies (CDS) is an internationally renowned, self-governing institution known for its cutting edge research in applied economics. CDS campus is located at Prasanth Nagar, Ulloor, Thiruvananthapuram, Kerala. CDS offers following courses.

MA in Economics – MA Economics is Four-semester programme. Students are required to complete sixteen courses: nine compulsory and seven optional courses in this programme. Students from SAARC countries are also eligible to apply for the course.

Integrated MPhil/PhD – Four semester MPhil programme involves coursework spread over two semesters and a dissertation thereafter. Successful MPhil students will be admitted to the PhD course. The degree will be awarded by Jawaharlal Nehru University, New Delhi for the above courses. Admission to courses conducted by CDS is based on written test conducted across the country and interview thereafter. Students are applying to the courses by downloading the application from the website and sending the filled in application form and fees as DD. All the payments of the students studying in the campus are by direct payment at the account section as cash.

The CDS has campus-wide Local Area Network with around 100 computers connected to the LAN along with WiFi facility. Internet connectivity is available through 100Mbps NKN connectivity and 20 Mbps Leased Line connectivity through BSNL.

Automation of administration is not implemented at CDS in general. But Tally software is being used for accounting purpose in a centralised manner. LIBSYS software is being used in the Library and Moodle is used as Learning Management system.

Our campus is fully residential with a wide range of amenities. Management of all the Institute-wide processes is impossible without an efficient and friendly automation. Therefore, we plan to implement a user-friendly, secure, fast, and robust institute-wide automation.

We are planning to automate following tasks in general.

HR and Payroll activities - Online application submission for staff recruitment , staff profile, salary, leave management, etc.

Academic activities - Online application submission for students including online payment, admission, time table , examinations , calendar, fees, hostel.

Guest house - Room and bed management, room reservation, etc

CDS is intended to select a service provider by inviting tender for the Design, Development, Configuration, Implementation, Testing and Maintenance of Web Based campus automation software under “**Software as a Service (SaaS)**” model. The Respondent firms shall be invited to submit a Technical Proposal, along with Commercial Proposal. These Proposals will be the basis for selecting a firm for implementation of Campus Automation Software. The contract will be valid for a period of 5 years and can be extended by mutual consent of both the organisations.

Information Sheet

SINO	Information	Details
	Date of issue of notification	26-07-2017
	Last date and time for submission of Tender Documents	23-08-2017, 4 PM
	Addressee and Address at which proposal in response to Tender notice is to be submitted:	Registrar Centre for Development Studies (CDS) Prasanthnagar,Ulloor Thiruvananthapuram - 695011
	Contact Person for queries	Sarath. V Systems Officer Centre for Development Studies (CDS) Prasantnagar, Ulloor Thiruvananthapuram - 695011 0471-2774200 , 9447699342 Email: automation@cds.edu
	Nature of bid process	Two Stage Bidding QCBS
	Pre-Bid meeting date	09-August-2017

	Date and time of opening of Technical Bid	25- August-2017, 3 PM
	Cost of Tender in the form of a Demand Draft	Demand Draft for Rs:-3000/- including taxes, in favour of "Centre for Development Studies" , Thiruvananthapuram
	Earnest Money Deposit (EMD) in the form of a Demand Draft	Demand Draft for Rs:-25,000/- in favour of "Centre for Development Studies", Thiruvananthapuram
	Bid Validity Period	180 days from the last date (deadline) for submission of proposals
	Deadline / last date for furnishing performance security	Within 14 days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier
	Performance security value (Performance Bank Guarantee)	10% of contract value
	Performance security validity period	6 Months beyond expiration of contract period

Section 2

The scope of work

Before elaborating the scope of work for the implementation of campus automation software, it should understand that CDS is an autonomous institute with only one campus in the country which is at Thiruvananthapuram. At present, MA economics and Integrated MPhil/PhD in economics are the courses going on in this campus. The proposed software should provide login facility for 150 students and 75 permanent staffs.

1. Proposed Modules for CDS

Given below is a brief description of each module. Please note that the requirements given below is only tentative and may include any other service/activity related to a particular module at any time during the process of development and implementation on the mutually agreed basis.

1.1 Mandatory Modules

1. HR and Payroll module

- Faculty / Staff recruitment
 - Online application submission – submission of personal and other details
 - It shall capture relevant questions and details that an aspirant needs to answer and provide as part of the requirements of the institution.
 - Configurable application form with sufficient data validation.
 - Ability to let the applicant fill up the application form in single as well as multiple sessions.
 - Uploading photo , signature , certificates like education, caste, etc., and other documents with specific size limitation in formats like pdf, jpeg, excel, word , etc.
 - Creating user id password for each applicant.
 - Provision for printing of submitted application.

- Scrutinise applications and perform actions to change the status of the application like Approve/Reject/On Hold/ send for Correction etc
 - Add interview
 - Test/interview details-associating interviewers, marks, etc.,
-
- Staff Profile – personal details like name, DOB, Aadhaar, educational details, experience, bank details, PAN, property statement, etc.
 - Pay fixation, promotion, based on two pay scale, state and central
 - Attendance – capability to integrating with biometric attendance system.
 - Provision to manage on-duty applications of employees and have direct linkage with Attendance
 - Provision to configure leave types of the organisation as per different leave rules
 - Leave application and Tracking (Casual, HPL, duty leave, compensatory leave, study leave, earned leave, commuted leave, maternity leave, sick leave, medical leave, vacation)
 - Employee benefits like advance, loans, earned leave surrender.
 - Maintenance of Service book
 - Transfer and deputation details of Employees
 - Salary Preparation, increment ,arrears
 - Retirement benefits - Gratuity, renewal of gratuity, group insurance, family beneficial scheme, EPF, earned leave surrender.
 - Deductions (Insurance, PF, loan, HRA, and any other deductions as per the requirement of the institution)
 - Reimbursing Allowances (Travel allowances – HTC and LTC, medical allowances, uniform allowance)
 - Manage training undergone by the employees.
 - Pay slip – monthly or for a period
 - Contract Employee/ temporary employee salary.
 - Income tax calculation and IT form like form 16, form 12BA generation, investment declaration, professional Tax deduction
 - PF reports as per the requirement of CDS
 - Self-service portal for employees to track their salary related details, printing pay slips
 - Staffs quarters allotment

- Career Advancement scheme of the faculty.
- Generating profile report of Faculty for achievements, projects and research were done and internship and work experience of the faculty. Highlighting the area of specialisation/ research. Papers published in the refereed journals. Awards, rewards and recognitions
- Details about the training, seminar or symposia attended.
- Performance Appraisal and Promotion of employees.

2. Academic system Module

1. Online Application Submission

- Online application submission – submission of personal details like name, DOB, Aadhaar, educational details and any other relevant information.
- It shall capture relevant questions and details that an aspirant needs to answer and provide as part of the requirements of the institution.
- Configurable application form with sufficient data validation.
- Ability to let the applicant fill up the application form in single as well as multiple sessions.
- Uploading photo, signature, certificates like caste / Person with disability, etc., and other documents with specific size limitation in formats like pdf, jpeg, excel, word, etc.
- Provision for selecting exam centre.
- Creating user id and password for each applicant.
- Provision for online fee payment. View details of remittance failure applications. Update / Re-activate payment failure applications
- Provision for printing submitted application.
- Scrutinise applications and perform actions to change the status of the application like Approve/Reject/On Hold/ send for Correction etc.
- Downloading hall ticket.
- Provision to generate customised analytics in graphical format. Example: Applicant Count based on City, Category, etc
- Provision to download Images/Signature/Payment reconciliation details in Bulk of the applicants.
- Ability to send scheduled and spontaneous notifications (SMS,E-mail) to applicants based on their stage in the application.

- Provision for adding mark against each candidate.
- Short listing candidates based on the mark in the written exam and interview or any other criteria.
- Preparing rank list based on different criteria.

2. General items

- Provision to define Academic Calendar with Events, Holidays and Vacations
- Adding a course, subject and semester.
- Assigning main subject, optional.
- Provision to define credit points of subjects for every course & academic session as per the curriculum

3. Admission

- Admitting students to different courses from the rank list prepared.
- Selection of subject and optional.
- Remittance of fees, Mode of Remittance, etc.
- Grants, fellowships ,scholarships
- Id card design and printing
- Student migration from one course to other.

4. Time table

Syllabus, Subjects, Faculty - subject allocation

5. Student Profile

Exam details, Attendance, Payment, hostel, course, grants, fellowships, etc

6. Examination /Evaluation

- Configure various exam related rules: Different rules regarding processing and adjustment of marks like rules for Grace Marks, Normalization, Eligibility, and Absence.
- Mid Semester and end semester examination mark entry

- Exam Enrollment: Provision for students to register for an exam
- Evaluation of written exam, seminar, assignments.
- Results – mark/Grade – SGPA,CGPA,FGPA
- Certificate generation with logo etc
- Non Liability certificate
- Managing Student Promotion: Provision to promote or demote a student. Backlog creation to be supported in case a student fails to get the minimum grade.

7. Fees

- New payment – semester fee, mess fee, library fee, hostel fee, etc.
- Payments for specific occasions.
- Deposits – Hostel, Mess, etc
- Online fee collection
- Tracking fee payment, payment history.
- Option to configure Refund rules, Refund policy, rebate
- Ability to define Late Fee Rule based on parameters like time, amount, fixed fine.
- Variable fine in terms of percentage, cumulative fine, no cumulative fine
- Option of considering & Integrating Holiday calendar to arrive and adjust due date and amount of fee payment.
- Report (date wise payment type wise defaulters, due)
- Adjusting student’s fellowships, grants, scholarships from fees.
- Option for Customization of fee receipts, fine receipts, fee challan
- Provision for auto adjusting of fees in case of batch change of the student, All the use cases like partial payment-full payment ,future fee schedule adjustment, etc.

8. Hostel

- Provision for creation and categorization of Hostels
- Provision to define Blocks/Buildings/Wings/Floors Details and tagging of the same to the respective hostel
- Provision to generate rooms and define details of the rooms along with capacity
- Allocation of rooms to students based on the criteria to be followed as per Institute policy from time to time.

- Provision to configure charges for rooms, Additional option for defining charges for various services being offered in hostel
- Provision to allocate students to the hostel (based on the request) and subsequently collect the charges.
- Provision for the students to change and swap their rooms in case of exceptions
- Provision for assigning warden.
- Report- Student hostel history, Student status
- Report - Rooms ,Capacity ,Vacancy ,Occupants
- Graphical representation of rooms allocation
- Fees, fine, attendance

9. Attendance

- Marking attendance
- Track attendance records for each course and class during their tenure in the Institution
- Student view option for attendance.

3. Guest House management Module

- Room and bed management
- Type of rooms and fees (single, double, AC, Non AC, extra bed)
- Indian, foreign users, guests
- Payment collection for room rent, internet access, food
- Checking availability, booking /cancelling rooms.
- Group Booking (multi-room bookings)
- Reservations Calendar
- Graphical representation of rooms allocation

1.2 Common features required for the product

1.Reporting and data extraction

- Interface with Data Mining Tool
- Facilities for free text search

- Include a standard set of reports based on industry best practice
- Have ad hoc reporting capability that is user-friendly and easy to use
- Provide good interfacing mechanism
- Powerful analytics with good dashboards
- Analytical, Statistical & Graphical reports
- To minimise the need/impact of customization/configuration, the proposed system should, wherever appropriate, support Flexible customization / configuration capabilities, Ability to extend/change existing pages without much impact on the application and Ability to add/modify the existing workflows.

2. User authorization

- Login facility for students and staffs.
- Only authorised users should have access to the system.
- Support for a comprehensive access and authorization mechanism, including Single sign-on for all system components
- Ability to define multiple level authority, comprehensive set of user roles and permission lists, and flexible segmentation of data
- Ability to manage access to authorised functions based on the roles represented in the account.
- Ability to manage access to different segments of data depending on the role

3. Customizability/Configurability

To minimise the need/impact of customization/configuration, the proposed system should, wherever appropriate, support

- Flexible customization/configuration capabilities
- Ability to extend/change existing pages without much impact on the application
- Ability to add/modify the existing workflows

4. Payment Options

- Online payment options like credit card/debit card, online banking of nationalised banks.
- Offline payment mechanism like cheque, DD, challan and direct.

- Should have integrated with some of the top payment gateways.

5. *General Technical Requirements*

- The proposed software should have provision for managing records of 150 students and 75 permanent staffs.
- The software to be designed and supplied should conform to industry and preferably in the open-source framework and open technology.
- The Proposed software should be a web based application that complies with industry standard security features.
- *SMS, Email integration:* There should be support for SMS and Email for selected activities. IMAP, SMTP and POP3, and SMS gateways integration required.
- Highest security at User Level, Module Level, Form Level & Database Level
- Paperless concept which helps in saving time & money
- All pending actions and notifications to be shown in one place.
- Support for bar-coded, biometric, RFID or smart card based inputs.
- Data should be entered and validated at source only once and be used throughout the system(s), and there should be provisions to facilitate and minimise data input.
- The passwords and valuable data should be encrypted.
- To support resource allocation and decision-making, it is mandatory that robust and user-friendly facilities should be available for the system(s) using a web-based environment.
- Support easy reporting with the export facility to desktop suites like Excel, word, open Office, Pdf, CSV, etc.
- Provision for doing activities as bulk like fee payment etc. through excel, XML file, etc.
- For users, UI should be work on common browsers like IE, Firefox, Chrome and Safari.
- The software should be compatible with desktops, Mobile phones and tabs.
- The application should work on all major operating systems.
- The vendor should provide complete database schema and access to raw data so that in the event Institute decides to change the automation software in part or whole; the existing data can be easily and seamlessly ported to the new software.

- Ensuring the Security of the Application and Database and enabling the CDS to audit all aspects of the application and database as required.
- The application should have data backup feature.

N.B.: The software features mentioned above is not complete. So the selected vendor should conduct a proper system study before starting software development.

1.3 General conditions

- It would be the responsibility of the Service Provider to supply all the compulsory modules specified in the scope of work.
- All existing digital data (student details , staffs details , payment details, etc.) currently using for various purposes need to be migrated to new software by the Service Provider.
- 24x7 Help Desk to manage the issues raised by internal customers.
- Hosting of the software application is in a data center (Tier 3/ Tier 4) with disaster discovery in different geographical location is preferred.

1.4 Optional Modules

1. File management system Module

- File creation
- File movement for approval.
- Preparation of draft notes for approval
- File tracking , keyword search
- Facility for upload /download /view documents with specific privileges.
- File tracking

2. Event Management

- Provisions to create halls
- Booking of halls
- View booking details
- Preparation of event calendar

3. Store and inventory

- Create and Manage Item categories
- Manage Item Location
- Search Items
- Received/Return/Issued
- Manage vendors and suppliers
- Issue purchase orders and track purchases
- Manage sales of stocked items
- Invoice and receipt generation
- Purchase payment and payment approval
- Issue items and process return of items
- Support custom reports as per the requirement of the Institution

4. Asset Management

- Tracking of fixed asset like machinery, land building, furniture
- Calculation of depreciation
- Sell or disposes of asset
- Assign asset to employee
- Specifying location of asset
- Movable/immovable assets
- Track warranty information
- Custom status of asset.

5. Document Management system

- Uploading documents like minutes of the meeting, office orders, etc
- Sharing the documents to specific users.

6. Mobile Application

- Mobile app with similar features of the software

2. Project Implementation

1. Stages of implementation

Prospective Bidder must deliver a campus automation software based on the requirement of CDS. They should develop a Solution Specification after a requirements study and get it approved by the purchaser.

Prospective Bidder should provide Hard Copy / Soft Copy of Reports at various stages of each process as required by CDS.

The following section outlines the stages of implementation of the selected solution.

1. Study Phase – The successful service provider shall study the existing system and the functional requirements of each module by interacting with concerned officers at CDS for proper understanding of the system.

2. Design and develop the software

Based on system study, the service provider needs to design and develop the software.

3. Implementation Phase:

1. Implementation / establishment of approved modules
2. Mapping of requirements with the proposed system.
3. Configuration of the system to meet the Institute requirements
4. Collecting master data and loading the same into the system.
5. Setting up of needed MIS reports and dashboards

4. Training Phase:

The Service Provider should provide Comprehensive Training on all the modules. Training for operation and maintenance of the Software Campus Automation System for employees on the following topics should be provided:

- a) Usage of all the Software modules
- b) Data Entry and Report Generation
- c) Backup, Recovery and Security.

5. System Acceptance & Support Phase:

1. Demonstration of set up completion and system readiness to Institute team
2. Software acceptance test
Software acceptance test shall comprise of
 - Verification of the software
 - Performance tests (separately for each module)

- Other tests as may be deemed necessary by Purchaser.
- 3. The complete documentation of the system has to be produced as per industry standards at the time of completion of installation.
- 4. Understanding additional requirements and change requests.
- 5. Issue monitoring and resolution

2. On-site Support Service:

The Service Provider should provide engineers for on-site technical support service in the initial period of software implementation on request by CDS. They should clear the doubts of the users in making use of the system and offer remote technical assistance to the users at CDS campus. They will also be responsible for interacting with the back-end team of the Service Provider for offering timely services for all the requirements of CDS

1. The Service Provider should provide all patches and updates during the contract period.
2. Support CDS with any reports / data for statutory audits or for fulfilling any other such regulatory requirements.
3. The Service Provider should provide online Help Desk to attend to the issues raised by the end users.
4. Bugs and errors should be rectified in minimum time.

3. Responsibility of CDS

CDS will provide to the prospective Service provider;

1. Authorised Contact Person to coordinate information sharing and other processes between the Prospective Bidder and CDS.
2. Work with the selected vendor for the system requirements and design sessions and hand over all required information regarding rules, procedures, guidelines, etc.
3. Sign-off of deliverables on time for the vendors.
4. Office space and other provisions for the delivery teams during the interaction phases with CDS.
5. Prompt approval and payment of fees as agreed in the final contract.
6. Any other mutually agreed requirements as and when required

4. Implementation schedule

All the modules of the product will be ready and function after proper testing within six months from the date of work order.

Proposed function wise implementation schedule is as follows.

SINO	Functionality/Module	Go-Live date
1	Online application submission for admission for different courses	Within two months from the date of work order.
2	Academic Module	Within three months from the date of work order.
3	HR and Payroll	Within five months from the date of work order.
4	Guest House	Within six months from the date of work order.

Section 3

Selection of service provider

Selection of service provider to design, develop and implement Campus Automation Software at CDS is through two part bid system- Technical Bid and Financial Bid. There are minimum eligibility criteria to apply for this tender process.

The tender process is as given below.

1. Short listing service provider based on eligibility criteria.
2. Evaluation of the technical bid
3. Evaluation of Financial bid following QCBS (Quality cum Cost Based Selection). L1 criteria will be based on a weighted score of 70% for technical evaluation and 30% for financial.

1. Minimum Eligibility Criteria:

1. The Service Provider should be a Company registered in India prior to 1st July 2012. Individuals are not eligible to participate.

[Mode of Proof: Copy of Registration/Incorporation]

2. The firm should have been in the Software Development area at least for last five years as on 1 July 2017

[Mode of Proof: Documentary proofs to be submitted.]

3. The Service Provider should have 'successfully carried out' at least 3 (three) Campus automation projects /ERP for Universities /Higher Educational Institutions or Colleges in India or abroad out of which one site is in Kerala and executed minimum 3 Annual Maintenance Contract to provide on-site service support for the Campus Automation System during in the last 3 years (2014-15 to 2016-17).

[Mode of Proof: Copy of Agreement/Work Order/Project Completion Certificate/any other relevant document.]

Note: The term 'successfully carried out' means the Service Provider should have implemented the project and maintained it for a minimum period of one year after the Go - Live of the system.

4. The firm should own the copyright of the source code of the solution. The firm should be able to make changes as and when required in any of the components of the software/source code being utilised for the purpose, throughout the term of Agreement.

[Mode of Proof: Certificate of the Copyright to be submitted.]

5. Average annual turnover for the last 3 years (i.e. 2013-14, 2014-15 and 2015-16) should be at least Rs.50 lakhs. The firm should be a profit-making concern during this period.

[Mode of Proof: Certified Copies of Audit Reports/Income Tax Returns/ any other relevant document.]

6. The Service Provider should not have been debarred or blacklisted by any government department/agency in the past 3 (three) years (2014-15 to 2016-17) on account of fraudulent or corrupt practices or inefficient/ineffective performance.

[Mode of Proof: The Service Provider should give an undertaking for this.]

7. The Service Provider should possess any one of below-mentioned certifications

1. ISO 9001 certification.

2. CMMI level 3 or above
3. ISO 27001

[Mode of Proof: Copy of the Certificate]

8. The service provider should have a registered office in Kerala.

[Mode of Proof: The service provider should submit relevant documents.]

N.B. It shall be CDS's prerogative to decide whether the document produced is a valid evidence or not and to call for additional proof if required. The Service Provider may furnish modes of proof other than the ones indicated above, but it shall be entirely up to CDS whether to accept them or not.

The Service Provider must meet the requirements of all the above 8 Minimum Qualifying Criteria. If the Service Provider does not meet the requirements of even one of these criteria, they shall stand disqualified, and the Bid will not be taken up for further process.

2. Evaluation of Technical bid

CDS will evaluate and compare the bids determined to be substantially responsive and compatible. It is CDS's intent to select the proposal that is most responsive and suitable to the project needs. CDS reserves the right to reject any or all proposals on the basis of any deviations.

CDS will carry out a detailed study of the Technical proposal received by it in order to determine whether the solution offered is suitable and compliant with the requirements. The CDS may invite each bidder to make a presentation and demonstrate their product currently used by some clients. The purpose of such presentation and demonstration would be to allow the bidders to present their proposed solutions to the CDS and the key points in their proposals. This will enable the CDS to understand the suitability of the solution offered by the vendors.

Each Proposal will be examined on the following criteria:

1. Understanding of the Project Objective and Scope of work
2. The capability of the Bidder and Deployment Plan – Experience and Capability of the proposed team in similar projects and technologies and relevant certifications, if any, of the project team which might help in project delivery.

3. Feasibility and Technical Viability of the Proposed Technical Solution: This will include the Bidder's Design, Development and Implementation plan, its deployment of sound project management strategy, the quality, responsiveness, responsibility, reliability and comprehensiveness of the proposed technologies, adherence to standard Information Systems Security Policies, etc.
4. User Friendliness in Access, Ease of Use and Scalability of the prototype demonstrated during the technical presentation.
5. The hardware and software environment proposed for deployment.
6. Based on presentation and technical proposal submitted by the service provider, CDS will evaluate the solution against the parameters mentioned below, and appropriate score will be marked against each item. Only those bidders whose score is greater than or equal to 50 (Pass Score), will be considered for financial bid evaluation.

The technical evaluation score shall be based on the assessment of the following Criteria:

SINO	Criteria	Basic evaluation	Max Marks	Supporting documents required,
1	Annual Turnover	Average Annual Turnover of the Bidder during the last three (3) financial years (FY 13-14, 14-15, 15-16) >= INR 3 Crores :(10 marks) >= INR 1.5 Crores and < INR 3 Crores: (7 marks) >= INR 0.5 Crores and < INR 1.5 Crores: (3marks)	10	Audited statement and a certificate from the auditor.
2	Certification of the Bidder:	(a) CMMI Level 5 - (8 Mark) CMMI Level 3 or 4 : (4 Marks) (b) ISO 27001 certifications (Information Security Management	15	Copy of certificates

		System) - (3 Mark) (c) ISO 9001 - (4 Mark)		
3	Experience in Campus automation projects	<p>Commitment for Implementation</p> <p>Timelines to be certified in terms of the Satisfactory completion of various ERP/ campus automation software/ Related projects implemented in various institutions under reference.</p> <p>The no. of projects completed satisfactorily.</p> <p>Completed More than 10 projects: (15 Marks)</p> <p>Completed More than 5 projects: (10 Marks)</p> <p>Completed ≥ 3 projects :(5 Marks)</p>	15	<p>Completion Certificate / work order to be submitted should have been obtained from the Head of the respective institution / authorised signatory.</p>
4	Experience in Campus automation projects in Universities	<p>Vendor's experience in Implementing campus automation system / ERP in any one of the Universities in India.</p> <p>(5 Mark)</p>	5	<p>Completion Certificates OR Work Order from the client.</p>
5	Product Features and System Functionality	<p>Demonstration of vendor's own developed software solution (currently in use by some clients) having functions as per the requirements of CDS.</p>	35	<p>Demo, Presentation & Compliance Note</p>
6	Technology	<p>Demonstrated robustness of the technology deployed across other installations, including Scalability , Security, Ease of implementation, Ease of Use, etc.</p>	10	<p>Demo, Presentation & Compliance Note</p>

7	Application Hosting	Hosting details of the application. Hardware environment, type of data center, certifications of the data center, Disaster recovery plan, Backup facility, etc.	10	Supporting document
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3. Evaluation of financial bids:

The financial bid shall be opened of only those bidders who have been found to be technically eligible and scored pass mark in the technical evaluation. The financial bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present.

Final scoring using QCBS method for each tender/bid shall be done as below:

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the technical evaluation criteria. The bidder who has quoted the lowest price in the financial bid will be assigned a score of 100. The other bidders will be assigned a score relative to the score of the bidder with the lowest quote as below:

$$F_s = 100 * FI / F$$

Where:

Fs = The financial score of the Financial Proposal being evaluated

FI = The price of lowest priced Financial Proposal

F = The quoted price of Financial Proposal under consideration

Combined QCBS Evaluation

The score of the technical proposal including presentation would be given 70% weight, and the financial proposal would be given 30% weight. The weighted combined score of the Technical bid including presentation (Ts), and Financial proposals (Fs) shall be used to rank the bidders on the basis of formula given as below:

$$\text{Combined Score} = 70 \% * T_s + 30 \% * F_s$$

On the basis of the combined score, bidders will be ranked, and the bidder with highest Combined Score shall be declared as selected bidder. In the event that two or more Bidders with the same final score, the Bidder with more marks in the technical evaluation shall be selected. In the case of refusal by the successful bidder or inability to accept the offer or the successful bidder not

responding within a specified time, the bidder next in rank will be invited. The CDS's decision in all matters pertaining to the evaluation process would be final.

4. Cost of the product

The cost of the software should be calculated as SaaS (Software as a Service model) pricing structure for **Five years** from the date of work order. Quoted price should include amounts for all the expenses for the service provider during the given period such as the cost for design, development implementation of the software, training, documentation and support during the entire period. No extra amount will be paid additional to this amount. All the prices quoted by the vendor shall be in Indian Rupees and not be subject to any price escalation.

Vendors may quote a price for optional modules in the financial bids but the price quoted will not be considered for evaluation.

Section 4

Bid Submission Process

1. Contents of the Technical Bid

1. Tender document fee
2. EMD (Earnest Money deposit)
3. Bidder profile as per Annexure I
4. Eligibility criteria as per Annexure II with supporting documents.
5. Details of Software modules developed by the Service Provider and currently used by their clients as per Annexure III.
6. The Technical Proposal of the Service Provider: It should clearly list out the modules available in their solution with reference to the requirements indicated by CDS . They may also highlight the additional features and modules available in their solution which will be useful to the requirements of CDS. Efforts required for customization of their modules for meeting the requirements of CDS has to be explained.
7. The hardware and software environment proposed for deployment will have to be mentioned indicating the merits / reasons for suggesting the same for the requirements of CDS.

8. The proposed plan for the detailed study of the functional requirements of CDS, customization / development of systems, testing and implementation, training and post implementation support are to be detailed with timelines.
9. The steps taken to ensure security features to prevent hacking and defacement of the system and the plan for Security Auditing are to be highlighted in the Technical Proposal.
10. Documents supporting eligibility criteria and evaluation of technical bid.
11. Any other document, information relevant to this proposal.

2. Contents of the Financial bid

1. General information about the bidder and price Bid form as per Annexure IV

3. Method of Submission of Bid

Interested Company/ firms may submit their documents satisfying the technical bid requirements in a sealed cover super scribed with "Technical Bid for Campus Automation Software". Documents satisfying the Financial bid requirements is needed in another sealed cover super scribed with "Financial Bid for Campus Automation Software ". Thereafter, both the envelope should be placed in a third sealed cover super scribed with "Tender for Campus Automation Software". This cover shall be addressed to **Registrar, Centre for Development Studies, Prasanth Nagar, Ulloor , Medical College PO, Thiruvananthapuram 695011** and sent by registered post or by courier to CDS or submit directly at CDS, Thiruvananthapuram by 4.00 PM on 23-08-2017 (last date).

4. Pre-Bid Clarification:

The firms, interested in participating in the tender may contact the System officer through email for any clarification / query with regard to the tender document within 10 days time from the issue of the tender notice.

5. Pre-Bid Meeting

1. CDS will host a Pre-Bid Meeting.
2. It is not mandatory for bidders to attend this meeting.
3. The meeting will be held CDS on 9th August 2017 at 2 PM

4. The purpose of the meeting is to provide bidders with information regarding the tender and the Project requirements and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the tender and the Project. However, CDS reserves the right to hold or not to hold the pre-bid meeting.

6. General Conditions to submit the bids

1. If the Service Provider deliberately gives incorrect or misleading information in his bid document or wrongfully creates circumstances for the acceptance of the proposal, then CDS reserves the right to reject such a bid document at any stage and also blacklist / debar the Service Provider from future tenders for a period of not less than 3 years.
2. Each envelope prepared for submitting the bid should clearly indicate the name and address of the firm to enable the 'Bid' to be returned unopened in case it is received "Late" or due to any other reason.
3. The Service Provider is not allowed to submit multiple proposals or bid through a consortium.
4. Service Provider is not allowed to sub-contract any part or whole of this proposal.
5. The bid received through e-mail or without sealed cover will be rejected.
6. The EMD of the rejected Proposals will be refunded. CDS reserves the right to accept any Bid under this tender in full or in part or to reject any tender or all tenders without assigning any reason whatsoever.
7. Bids shall be received up to the time and date specified in the Tender. CDS shall not be responsible for any postal delay about non-receipt / non-delivery of the bid.
8. The bid received beyond the due date and time of submission will be rejected. Bid in the event of the due date of receipt and opening of the Bid being declared as holiday for the CDS, then due date of receipt / opening of the Bids will be the next working day at the same time.
9. All the pages of the bid document shall be continuously numbered and submitted as a package.
10. The Bid documents duly signed and stamped on each page shall be submitted in original. Any amendment and / or addition made to the Bid documents are not permissible after the opening of the Bid. Incomplete Bid will be rejected.
11. Information, references and certificates from the respective clients , certifying the technical, delivery and execution capability of the Service Provider , should be signed and

affixed with seal and the contact numbers of all such clients should be mentioned. CDS may also independently seek information regarding the performance of the bidder from their clients.

12. Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the tendering authority shall not be considered.
13. Any effort, on the part of the vendor/applicant or his agent, to influence or to pressurise CDS shall result in rejection of the application. Canvassing of any kind is strictly prohibited.
14. CDS reserves the right to accept or reject any Bid and also to alter any or all of the terms and conditions without assigning any reason therefore.
15. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the purchaser in the evaluation of the financial Bids.
16. No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.
17. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by CDS to facilitate the evaluation process, and in negotiating a definitive Contractor and all such activities related to the bid process. CDS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
18. The last date of submission or opening of Bids is a holiday day for the purchaser; then the Bids shall be received or opened on the next working day.

7. Exclusion / disqualification of bids.

1. The purchaser shall exclude/ disqualify a Bid, if: -
 - a. The information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - b. The information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and

- c. The bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - d. The Bid materially departs from the requirements specified in the bidding document, or it contains false information;
2. A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
 3. Every decision of the purchaser to exclude a bid shall be communicated to the concerned bidder through email.

8. Changes in the bidding document

1. In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the purchaser shall publish such modification or clarification on the CDS website.
2. In case, a clarification or modification is issued to the bidding document, the purchaser may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.
3. Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or resubmit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the purchaser, provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

9. Tender Document Fee

The cost of the tender document is Rs:- 3000/- (Rupees three thousand only) including taxes is to be submitted in the form of Demand Draft drawn in favour of “Centre for Development Studies” payable at Thiruvananthapuram.

10. Earnest Money Deposit (EMD) / Bid security:

1. EMD or Bid security is Rs.25000/- (Rupees Twenty Five Thousand Only) should be submitted as Demand Draft drawn in favour of “ Centre for Development Studies” payable at Thiruvananthapuram.

2. The bid security of a bidder lying with the purchaser in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
3. The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
4. The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases: -
 - a. When the bidder withdraws or modifies its bid after opening of bids;
 - b. Misrepresents facts or submit fabricated / forged / tampered / altered / manipulated documents during verification of tender process.
 - c. When the bidder does not execute the agreement within the specified period;
 - d. When the bidder fails to commence the supply of the goods or service or execute work as per work order within the time specified;
 - e. When the bidder does not deposit the performance security within specified period and if the bidder breaches any provision of the code of integrity, prescribed for bidders, specified in the bidding document.
5. Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
6. No interest shall be payable on the bid security.
7. In the case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.
8. The Purchaser shall promptly return the bid security after the earliest of the following events.
 - a. The expiry of validity period of bid security;
 - b. The execution of an agreement for procurement and performance security is furnished by the successful bidder.
 - c. The cancellation of the procurement process; or the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

11. Opening of Bids

1. The Bids shall be opened by the purchaser on the date and time mentioned in the tender document in the presence of the bidders or their authorised representatives who choose to be present.
2. The purchaser shall conduct a preliminary scrutiny of the opened technical Bids to ensure that the: -
 - a. Bid is accompanied by EMD and cost of the tender
 - b. The bid is valid for the period, specified in the bidding document; bid is unconditional, and the bidder has agreed to give the required performance security; and other conditions, as specified in the bidding document are fulfilled any other information which the purchaser may consider appropriate.
 - c. The Bidders will be short-listed based on Pre-qualification criteria. The short-listed bidders will be considered for further comparison. Shortlisted candidate shall be informed through email.
 - d. The Service Providers who have been shortlisted will be asked to give a presentation on their Technical Proposal and demonstrate their solution in CDS at specified date and time.
 - e. Date of presentation and live demonstration of the product will be informed to each of the shortlisted bidders through email.

Section 5

Acceptance of the successful bid and award of the contract

As soon as a Bid is accepted by the purchaser, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement on a non-judicial stamp of requisite value and furnish an unconditional and irrevocable Performance Bank Guarantee within fourteen days.

The bid security of the bidders whose Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed, and its performance security is obtained.

1. Signing the contract

1. Contract finalisation and Award: CDS shall reserve the right to negotiate with the Bidder whose proposal has been ranked best value bid on the basis of Technical and Commercial evaluation. On this basis, the draft contract would be finalised for award and signing.
2. After CDS notifies the successful bidder that its proposal has been accepted, CDS shall enter into a contract between CDS and the successful bidder incorporating all clauses, pre-bid clarifications and the proposal of the bidder.
3. Failure of the successful bidder to agree with the draft Legal Agreement and Terms & Conditions of the Tender be the sufficient grounds for the annulment of the award, in which event CDS may award the contract to the next best value Bidder or call for new proposals from the interested bidders. In such case, CDS shall invoke the EMD of the most responsive bidder.
4. The vendor shall not have any objection regarding the third party examination of software installation by Centre for Development Studies, during the contract period.

2. Contract Period

The Campus Automation System is expected to Go Live within Six months from the date of issue of work order. The contract for designing, customization, implementation and Post Implementation Support shall be for a period of five years from the date of issue of work order.

3. Performance Bank Guarantee / Performance security

1. The Service Provider shall at its own expense, furnish within fourteen (14) days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized Bank acceptable to CDS , payable on demand, for the due performance and fulfillment of the contract by the bidder.
2. This Performance Bank Guarantee / Performance security will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
3. The performance bank guarantee shall be valid until the end of six months after the expiration of contract period.

4. The Performance Bank Guarantee may be discharged/ returned by CDS before the expiry of the same as stipulated above upon being satisfied that there has been the due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
5. In the event of the Bidder being unable to service the contract for whatever reason, CDS would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of CDS under the Contract in the matter, the proceeds of the PBG shall be payable to CDS as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. CDS shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
6. CDS shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

4. Termination of Contract

1. Termination for Default : If the Service Provider fails to carry out the award / work order in terms of this tender within the stipulated period or any extension thereof, as may be allowed by CDS, without any valid reasons acceptable to CDS, then CDS may terminate the contract after giving one month notice, and the decision of CDS on the matter shall be final and binding on the Service Provider. Upon termination of the contract, CDS shall be at liberty to get the work done at the risk and expense of the Service Provider through any other agency and to recover from the Service Provider compensation or damages.
2. Termination for Insolvency: CDS can terminate the contract if the Service Provider becomes bankrupt and / or losses the desired state of insolvency, with a notice of 15 days. CDS in such cases of termination, will not be responsible for any loss or financial damage to the Service Provider resulted due to the termination. CDS will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with CDS.

Section 6
General Terms and Conditions

1. Payment terms

1. The software should be implemented as SaaS model.
2. A bidder may specify payment term as their wish subject to the approval of CDS. If the payment terms proposed by the bidder are not acceptable to CDS, then CDS shall decide the payment terms.
3. Releasing of payment after each quarter is preferred.
4. Payment will be made after deducting necessary taxes applicable if any within 30 days of receipt of the invoice.

2. Penalty

Vendor shall have to pay liquidated damages to the Purchaser @ half percent (0.5%) of the contract value per week inclusive of all taxes, duties, levies, etc. for late delivery or beyond the delivery period. There shall be an upper ceiling of ten percent(10%) of the contract value for the penalty to be deducted for any orders. The Purchaser reserves the right to cancel the entire order or part thereof if the delay exceeds two weeks from due date of delivery. All statutory taxes and duties shall be payable by the Vendor and/or recoverable from the payment to be made to the Vendor.

3. Service level agreement (SLA)

Service level agreement will be part of the contract between CDS and the selected service provider. SLA will be prepared in mutual understanding between CDS and the service provider for the smooth running of the project throughout the contract period.

4. Jurisdiction

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the construction and/or interpretation thereof shall be at Thiruvananthapuram.

5. Indemnity

The vendor shall, during the subsistence of the agreement, indemnify the Purchaser from all the claims, losses and damages caused by the negligence of vendor's personnel to any person or property arising out of the use or possession of the equipment or location by vendor or its personnel, as also arising out of any defect in title to the goods.

6. Confidentiality

The vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party. In the case of non-compliance of the confidentiality agreement, the contract is liable to be repudiated by Purchaser. The Purchaser shall further have the right to regulate vendor staff.

The vendor shall not divulge to any person handling other divisions, subsidiaries or groups of the vendor and its service support agency any information obtained by it in the course of its execution of its work and all the information gathered by the vendor shall be treated as professional communication and confidential. Any violation of this clause shall be liable to cancellation of the contract and invoke the bank guarantee without notice to the vendor.

7. Intellectual property Rights:

All intellectual property rights for the work performed under this tender as far as data is concerned shall lie with CDS. This clause is applicable to all data in any form or format designed and developed for CDS by the vendor.

8. Force Majeure

1. The Terms and Conditions mutually agreed upon in this assignment shall be subject to Force Majeure.
2. Neither the CDS nor the Service Provider shall be considered in default in the performance of its obligation hereunder for such period as Force Majeure conditions prevail, if such performance is prevented or delayed because of war, hostilities, acts of terrorism, revolution, civil commotion, general strike, epidemic, accident, fire, wind, flood, earthquake or because of any law or order proclamation, regulation or ordinance by any Government or of any subdivision thereof or any order by Court of Law, any act of God and State or any

other cause whether of similar or dissimilar nature beyond the reasonable control of the party affected.

3. In the event of occurrence of any of the Force Majeure conditions mentioned in above Para, the Party affected shall, by notice in writing, intimate the other party within 30 days of the occurrence of such event. Similarly, a notice will be sent within 30 days of cessation of Force Majeure.
4. Should one or both the Parties be prevented from fulfilling their contractual obligations by a state of Force Majeure lasting continuously for a period of forty-five days, the parties shall consult with each other regarding the future implication of this contract.

Annexure I
Bidder Profile.

SINO	Item	Description
	Name of the Firm :	
	Registered Office address Telephone Number Fax Number e-mail	
	Correspondence/ contact Address	
	Status of the Company	Private/Public/Partnership
	Details of Contact person (Name, designation, address etc.) Telephone Number and Mobile Number Fax Number e-mail	
	Company website	
	Tender Fee details	Date: Bank Name and Branch Place:
	EMD Details:	Date: Bank Name and Branch Place:
	GST registration number and PAN number of the company	

Annexure II

Minimum Eligibility Criteria

(The first sheet shall be on the letterhead, and all pages have to be authenticated at the bottom)

1. Whether the Service Provider is a Private/Public Limited Company/Partnership Firm registered in India prior to 1st July 2012 : YES/NO.
 - a) Mode of Proof enclosed:
 - b) Available at which page number of the Document

2. Whether the Service Provider has been in the Software Development for at least 5 years i.e. as on 1st July 2017: YES/NO
 - a) Mode of Proof enclosed:
 - b) Available at which page number of the Document

3. The Service Provider should have 'successfully carried out' at least 3 (three) Campus automation projects /ERP for Universities /Higher Educational Institutions or Colleges in India or abroad out of which one site is in Kerala and executed minimum 3 Annual Maintenance Contract to provide on-site service support for the Campus Automation System during in the last 3 years (2014-15 to 2016-17).

SI No	Name and Brief Description of the contract	Contract value	Contract period	Mode of proof	Available at which page of the document

Note: The term 'successfully carried out' means the Service Provider should have implemented the project and maintained it for a minimum period of one year after the Go-Live of the system.

4. The firm should own the copyright of the source code of the solution. The firm should be able to make changes as and when required in any of the components of the software/source code being utilised for the purpose, throughout the term of Agreement. YES/NO
- a) The Service Provider should give an undertaking for this.
- b) Available at which page number of the Document
5. Annual turnover for the last 3 years i.e. 2013 -14, 2014-15 and 2015 -16

Financial Year	Turnover (Rs. Crores)	Available at which Page of the document
2013-2014		
2014-2015		
2015-2016		

6. Whether the Service Provider has been debarred or blacklisted by any government department/agency in the past 3 (three) years (2014-15 to 2016-17) on account of fraudulent or corrupt practices or inefficient/ineffective performance?
YES/NO
- a) The Service Provider should give an undertaking for this.
- b) Available at which page number of the Document
7. Whether the Service Provider possesses following certifications.
1. ISO 9001 certification: YES/NO
 2. CMMI level 3 or above : YES/NO
 3. ISO 27001: YES/NO
- a) Mode of proof enclosed:
- b) Available at which page number of the Document.
8. Whether the Service Provider has a registered office in Kerala
YES/NO
- a) Mode of proof enclosed:
- b) Available at which page number of the Document.

Declaration

I/We certify that all the particulars furnished above are true and correct and based on documentary evidence, and that I/we understand that if any of the above particulars are found to be false or misleading, our bid is liable to be summarily rejected at any stage and my/our company is liable to be blacklisted/debarred by CDS for at least 3 years.

Signature with Seal of Authorized Signatory

Date.....

Place.....

Annexure III

Features of the existing software of the service provider which is having similar features as per the requirement specified by CDS used by some of their clients. Include optional modules and any other module relevant to campus automation.

SINO	Modules / Functions	Module Available Yes/No	Remarks
1	HR and Payroll module		
2	Academic system Module		
3	Guest House Management Module		
4	Store and inventory		
5	File management system Module		
6	Event Management		
7	Asset Management		
8	Document Management system		
9	Mobile Application with similar features		
10	Finance and Accounts module		
	Any other Module		

Annexure IV
Financial offer

1. Name of the company
2. Address
3. Telephone number and email address
4. Contact person
5. Rate as per following Performa.

1. Rate of software

SINO	Item	Amount in Digits	Amount in words
	Software Charges for Five year		
	Taxes		

2. Rate of optional Modules if any for Five years

SINO	Module / functions	Amount in words	Amount in words

Note:

- 1) The rate of Optional Modules will not be considered for bid evaluation.
- 2) The Amount should be mentioned in figures and words (both). In the case of any contradiction in words and figures, during the evaluation of the proposals, the amount in **words** would be taken into consideration.
- 3) No extra amount will be paid during the entire period other than the price quoted.
- 4) TDS and other taxes will be deducted as per government norms from the payouts to the bidder.

Signature.....

In the capacity of

Date.....

Place.....