

DIBRUGARH UNIVERSITY

Dibrugarh – 786004,

Assam

SHORT NOTICE INVITING QUOTATIONS

Development and Implementation of customized Online Application Form Submission System in the School of Studies of Dibrugarh University

No: DU/RG/G.01.01/15/0406

Date: 01.06.2015

Sealed quotations are invited from reputed software companies having good experience in developing online system to receive application form for admission to various programmes of School of Studies under Dibrugarh University. Bidder has to submit a Court fee stamp of Rs. 8.25/- (Rupees Eight and Twenty Five Paise) only in the application.

The objectives of this NIQ are to design online application system to receive application form for admission to various programmes of Dibrugarh University with photo, signature upload facility and receipt of payment online/offline. Quotations addressed to the Registrar, Dibrugarh University should be submitted to the undersigned within the period as given below:

Name of the work : **Development and Implementation of customized Online Application Form Submission System in the School of Studies of Dibrugarh University, Dibrugarh**

Earnest Money : **Rs.2,000/-**

Last date of Submission : 01.06.2015 to 08.06.2015 up to 02.00 p.m

Date of Opening : 08.06.2015 at 4.00 pm

Detail Quotation Notice along with technical specifications is available at the *website* www.dibru.ac.in.

Sd/-
Registrar
Dibrugarh University

OFFICE OF THE REGISTRAR:: DIBRUGARH UNIVERSITY

DIBRUGARH:: ASSAM

PIN: 786 004



SHORT NOTICE INVITING QUOTATIONS

FOR

**“Development and Implementation of customized
Online Application Form Submission System in the School of Studies
of Dibrugarh University, Dibrugarh”**

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APPENDIX-I

Quotation Notice for

Development and Implementation of customized

Online Form Submission Application System

Bidders are advised to go through the following conditions before submitting the quotation:

1. The Bidder should submit two separate bids in sealed envelopes – Technical Bid and Financial Bid.
2. Technical Bid should only include the Profile of the firm, Technical Deliverables, Scope of Work, Documents pertaining to Service Tax, TAN, PAN card, Firm Registration details, ISO Certification, Balance Sheet for past 3 years & Work Experience proof (copy of document proof is required).
3. Financial Bid should include the commercial rates for rendering the specific services. The rates should be quoted both in figures and words.
4. Bids shall be straightaway rejected if any commercial quote is mentioned in the Technical Bid.
5. Bidder will be responsible **to provide SMS package and integrate the Email/SMS application for notification alert, register domain name & provide online hosting server (preferably VPS)**. The bidder will also be responsible to make the payment gateway integration and maintain the site for 1 year extended up to two years. Bidders are requested to quote the commercials considering all the above mentioned particulars as per the financial bid format annexed (Annexure 1).
6. Both the sealed Technical & Financial bids should be sent in one single properly sealed envelope with the words **“Proposal for Customized Online Form Submission Application System”** with the NIQ no. and subscribed on the envelope addressed to the **The Registrar, Dibrugarh University, Assam.**

7. The Bidder shall deposit **earnest money Rs.2,000/- (Two Thousand)** only as specified in Notice Inviting Quotation along with Technical Bid in the form of Accounts Paying Bank draft, Banker Cheque, or Bank Guarantee from any Commercial Bank in favour of Registrar, Dibrugarh University, Dibrugarh. The Quotation without earnest money shall be rejected. The EMD will remain valid for a period of 45 days beyond the final bid validity period.
8. All the pages of both the Technical & Financial bids should be signed by the authorized signatory of the firm.
9. The Bidder must deliver the stated application **within a period 10 days from the date of receiving the Work Order.**
10. In case of late delivery of service the Registrar is entitled to recover as penalty from the bidder a sum @ 0.5% of the total value of the service per week and the maximum 10% of the total value of the service for which the consignment is delayed beyond the due date.
11. The successful bidder shall furnish the Performance Security for an amount of 10% of total contract value in the form of Accounts Paying Bank draft, Banker Cheque, or Bank Guarantee from any Commercial Bank in favour of Registrar, Dibrugarh University, Dibrugarh for the period of completion of performance obligation and warranty period. The performance security shall remain valid for a period of 45 days after successful implementation of the project and complete handover.
12. Registrar of the University reserves the right to accept or reject any quotation without assigning any reason.
13. The quotation received beyond the fixed date and time shall not be accepted.
14. Quotation without the Court Fee stamp shall be rejected.
15. The bidder has to provide relevant, necessary documentary evidence in relation to the previous similar contracts executed by the bidder (e.g. Work Orders or completion certificates, etc.).
16. The bid shall remain valid for 45 days from the date of Technical Bid opening.
17. The bidder failing to provide documentary evidence of any of the above particulars, their bid will be rejected.

APPENDIX-II

Pre-qualification criteria

1. Quotation is invited from reputed software companies and their sister concerns/associate firms (should provide valid proof of association duly attested), for development & implementation of customized Online Form Submission Application System in the School of Studies of Dibrugarh University, Dibrugarh.
 2. Quotations are invited from vendors having their registered office & development centre in Assam.
 3. The turnover of the bidder should be minimum Rs. 30 lakhs during the last 3 financial years.
 4. The bidders should have experienced in executing IT related services in North East for the minimum 3 years as on date.
 5. Preference to be given to bidders having work experience in providing software automation solutions in any Central/State Govt./Ministry HRD Funded Universities/Institutions, Education Boards & Colleges, preferably in North East.
 6.
 - a) Bidders should have executed/executing minimum one project in software development for Central/State Govt. organizations, Central/State Autonomous Bodies including Universities, Central Public Sector Undertaking, worth Rs. 30 lakhs in North East during the past 3 years.
- OR
- b) Bidders should have executed/executing minimum two projects in software development for Central/State Govt. organizations, Central/State Autonomous Bodies including Universities, Central Public Sector Undertaking, worth Rs. 15 lakhs each in North East during the past 3 years.
 - c) Preference will be given to bidders who have executed a singular project relating to online system for Application form submission of the above mentioned amount.
 7. Bidders should possess a valid ISO 27001:2005 Information Security certificate or ISO 9001:2008 Quality Management systems certificate, or both.
 8. The proposed system should be a web based application, and should be capable to be deployed in Cloud server.
 9. The bidder shall not have been black listed by any State or Central Government in India or abroad & they should submit a written undertaking for the same in the format as annexed herewith.
 10. The Bidder should submit solvency certificate from the Bankers along with Technical Bid.

APPENDIX-III

Evaluation and Comparison

A two-stage procedure will be followed in evaluating the bids, with evaluation of the technical bids being completed prior to any financial bid being opened and compared. Total marks that can be scored in Technical Evaluation are 100. Overall minimum 70% marks, i.e. 70 are required to qualify the technical evaluation.

In the Second Stage, the financial bids of all bidders that have scored minimum 70% score in the technical evaluation will be opened and compared.

Technical Evaluation Criteria:

Sl. No.	Technical Evaluation Criteria	Total Marks
1	Experience of handling software development project for Central/State Govt. organizations, Central/State Autonomous Bodies including Universities, Central Public Sector Undertaking in North East	Max. Marks = 23 Minimum marks for one project worth Rs. 15 lakhs = 10 marks Per project in addition to the above of value worth Rs. 10 lakhs = 5 marks (maximum upto 2 projects only) Experience in executing Online Application software = 3 marks
2	Experience in handling IT related services for minimum 3 years	Max. Marks = 7 > 3 yrs = 7 Minimum 3 yrs = 5
3	Qualified professional Manpower (minimum 10 professionals) of the bidder	Max. Marks = 10 > 15 = 10 Minimum 15 = 5
4	Financial Performance of the bidders (minimum 45 lakhs) during the last 3 financial years	Max. Marks = 10 > 25 lacs = 10 Minimum 25 lacs = 7
5	Bidder having certification (ISO 27001:2005/ISO 9001:2008)	Max. Marks = 5
6	Features & Functionality of the proposed software	Max. Marks = 15 Standard solution = 10 Extra features & functionality = 5
7	Prototype demonstration of the proposed software	Max. Marks = 30
Total Technical Marks		100
Minimum Marks to Qualify		70

If the bidder does not qualify technical evaluation as stated above, the bid would be rejected and financial BID for the rejected bidder shall not be opened.

Financial Evaluation Criteria:

- Commercial Proposals of only those bidders would be opened who qualify the technical evaluation, as per technical evaluation process described above.
- The proposal with lowest total Project Cost (PC) proposed in the cost summary table will be designated as L1 and will be awarded a Commercial Score of 100.
- Commercial Scores for other technically qualified bidders will be evaluated using the following formula -**Commercial Score of Bidder (CS) = (PC of L1 / PC of the Bidder) X 100 %** (rounded off to 2 decimal places).
- The Financial Bids of only technically qualified bidders will be opened in the presence of their representatives on a specified date and time duly notified. The financial bids will then be passed on to a duly constituted Financial Evaluation Committee (FEC) for evaluation.
- There will be NO NEGOTIATION regarding the financial bid.
- No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of DU can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.
- The commercial bids shall be evaluated by DU for completeness and accuracy.
- Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

Final Evaluation:

- (a) A composite score shall be calculated for technically qualified bids only. The weight-age for the composite evaluation is as described below:
- i. Technical Weightage – **70%**
 - ii. Commercial Weightage – **30%**
- (b) Bidder with the highest final composite score (**Final Score = TS X 0.7 + CS X 0.3**) will be called for entering into the contract with DU. In case of a tie in the final composite score the bidder with the higher Technical Score will be invited.

APPENDIX-IV

Details of Work Involved

The scope of work shall be Design, Development and Hosting of web-based user friendly Online Application Form Submission and Registration System with the enabling provision for Payment Gateway services along with generation of various reports that may be required by DU from time to time.

Functionalities:

The application should consist of the following components:-

- 1) **Online Application:** The System will be available with features and functions that support the following activities:
 - **Admission Settings Creation** – The system offers functionalities to maintain and create various information about the admission process (**like user registration, applicant's profile entry, photo & signature upload, Entrance Examination/JEE score entry for Dibrugarh University Institute of Engg. & Technology, choices of branch, etc**) for which the online application is submitted.
 - **Validation Defaults** – Admin can define various validation defaults like required fields, date formats, passport photograph, signature, etc.
 - **Standard notes** – Administrators can set standard definition foot notes for the various activities fall under communication system.
 - **SMS/ Email Configuration**—Administrators can set SMS & Email configuration details like username password, etc. Applicant should get an automated email & SMS after successfully filling up the form.
 - **Logs and Usage** – Administrators can track the system usage and activities performed by the user.
 - **Payment Gateway** – The candidate should be able to pay the examination fees via online mode as well as by challan mode. Administrators can check the candidate's payment status.
 - **Applicant Support** – There should be a support telephone number to attend the queries of the candidate while filling up the forms.

- 2) **Online Application Review:** This facility helps administrators to review the applications submitted online. The system will be available with features and functions that support the following activities:
 - **Complete Application** – Administrators can view all complete applications here.
 - **In Complete** – This feature helps administrators to view incomplete applications separately.

- 3) **Email System:** This Facility helps Administrators to send emails from the system. The System will be available with features and functions that support the following activities:
 - **Individual Applicant** – This feature helps the admin to send email to individual applicant.
 - **All Applicants** – This feature helps the admin to send emails to all applicants at once.

- 4) **SMS System:** This Facility helps Administrators to send SMS from the system. The System will be available with features and functions that support the following activities:
 - **Individual Applicant** – This feature helps the admin to send SMS to individual applicant.
 - **All Applicants** – This feature helps the admin to send SMS to all applicants at once.

- 5) **Report Area:** This Area is an information center for Administrator. The System will be available with features and functions that support the following activities:
 - **Summaries** – Administrator will be able to generate various summary reports on day to day basis.
 - **Details** – A detailed reports can be generated based on dynamic queries.

- **Analysis** – Weekly or Monthly analysis reports generated based on dynamic queries.
- 6) **Applicant Area:** This Area is an information center for Applicants. The System will be available with features and functions that support the following activities:
- **Applicant Login** – Applicant will be able to login with combination of system generated Registration No., DOB and system generated password.
 - **Instructions** – General Instructions for examination.
- 7) The system shall have suitable interface with the portal of the Payment Gateway Service Provider / Bank providing payment of fee through Net Banking / challan /Credit and Debit cards and should satisfy necessary security specifications of the Reserve Bank of India/ concerned bank/credit/debit card provider.
- 8) The system shall have provision for reconciliation of the payment data provided by bank with the received applications and reports regarding discrepancy, if any, found during such reconciliation.
- 9) The application should be Browser independent (runs on any browser-Mozilla, IE, Safari, Chrome, Opera, etc).
- 10) The application should be Device independent (runs on any Laptop, Tablet & Smart phone).
- 11) The bidder must ensure that the application & its hosting service are secured with 128 bit encryption, server fire wall, back up support, independent of hardware, independent of cookies. Database encryption for high level of data security.

Responsibilities:

A. Responsibilities of the Service Provider:

- I. Resource and Project Management as per Scope of the work.
- II. Completion of the work as mentioned in the Scope of the work.
- III. Shall arrange in all the required Software & Support Services including all kinds of consumables and manpower required for executing the contract awarded at their cost.
- IV. Shall be responsible for any other thing that is required for executing the contract awarded to the Service Provider except that shall be provided by DU as stated in this tender document.
- V. Shall provide necessary training to the staff of DU.

B. Responsibilities of DU:

- I. Provide all necessary information for application designing and hosting for Online form submission.

Testing: The Service Provider shall thoroughly test the software at their site before its deployment on Production site for proper functioning (data entry, email & SMS checking, fee payment, processing, and printing).

Payment Terms:

The payment to be made by Dibrugarh University under the following timeline:

- a. 10% payment to be made after submission of SRS report.
- b. 80% payment to be made after successful installation & deployment of the application system.
- c. 10% payment to be made after completion of one year of successful rendering of service towards maintenance & support.
- d. 100% payment for Online Hosting, SMS Package & Payment Gateway Integration to be made before the application is declared by the DU committee to go live.

FINANCIAL BID FORMAT

Sl. No.	Description	Value in INR
1	Professional Fees: One-Time application development cost with 1 year support extended upto 2 years	
2	Taxes on Professional Fee:	
3	Miscellaneous Expenses 1: Miscellaneous Expenses 2: Miscellaneous Expenses 3: Miscellaneous Expenses 4:	
4	Taxes if any on Miscellaneous Expenses:	
	Total Financial Bid (In Figures)	
	Total Financial Bid (In Words)	

Date:**Place:****Seal & Signature of the Authorized Person**

FORMAT FOR CLEAN TRACK RECORD DECLARATION

Declaration regarding Clean Track by Bidder Declaration for Clean Track Record

To

**The Registrar
Dibrugarh University
Dibrugarh - 786004
Assam**

Sir,

Subject: NIQ No: dated for “Development & Implementation of customized Online Form Submission Application System for Dibrugarh University, Dibrugarh.

I have carefully gone through the Terms and Conditions contained in the above referred Tender. I hereby declare that my company is not currently debarred/black listed by any Government / Semi Government organizations/Institutions in India or abroad. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

Printed Name:

Designation:

Seal:

Date:

Business Address: