

# Request For Proposal

**ARYA VIDYAPEETH COLLEGE  
(AUTONOMOUS)  
GUWAHATI-781016**  
(CELEBRATED DIAMOND JUBILEE IN THE YEAR 2018)  
Re-accredited by NAAC with grade 'A'



Invites Bids from Software Development Companies (Implementing Agency / Service Provider) to deliver a complete process to operate web-based Examination Management of UG, PG and Ph.D. Courses and other Students Centric Services in Arya Vidyapeeth College.

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## 1. Introduction:

Arya Vidyapeeth College, is one of the beacons in the field of education in Assam, catering to the requirements of higher education and tapping the intellectual potential of the youth of the entire North East India. The College was established on **29th July 1958** and since its inception, the College has consistently been able to meet the challenges and everchanging demands in the field of higher education. While keeping its roots deeply entrenched in human values, the College has carved a niche for itself as a melting pot of diverse cultures of the region which reflects the true spirit of India.

## 2. Information of the RFP:

Arya Vidyapeeth College invites Bids from Software Development Companies (Implementing Agency / Service Provider) to deliver a complete process to operate web-based Examination Management of UG, PG and Ph.D. Courses and other Students Centric Services in the College.

Bidders may view and study the RFP document containing the detailed terms & conditions from the website <https://www.avcollege.ac.in/> . The bids are to be submitted as per procedure given in this document.

## 3. Critical Information:

Bidders are advised to study the RFP document carefully before submitting their techno-commercial proposals in response to the RFP Notice. Joint Venture or consortium or sub –contracting is not allowed for the scope of work mentioned in the RFP. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

### 3.1. Critical Information regarding the Bidding:

Sl. No.	Information	Details
1	RFP Number and Date	
2	RFP Document Fee (non-refundable)	<b>INR 2,000/- (Rupees two Thousand only)</b> Payable along with the bid document submission in shape of Bank Draft (Only) in favour of "Principal, Arya Vidyapeeth College, Guwahati"
3	EMD (refundable)	<b>INR 20,000/- (Rupees twenty thousand only)</b> Payable along with the bid document submission in shape of Bank Draft or Bank Guarantee (valid for 180 days) in favour of " Principal, Arya Vidyapeeth College, Guwahati."
4	Availability of Bid Document in the website <a href="https://www.avcollege.ac.in">https://www.avcollege.ac.in</a>	28 <sup>th</sup> July, 2022
5	Issue of Addendum / Corrigendum (if required) and publication in the website. <a href="https://www.avcollege.ac.in/">https://www.avcollege.ac.in/</a>	3 <sup>rd</sup> August 2022
6	Last date and time for submission of Bid	16 <sup>th</sup> August 2022 (upto 2 pm)
7	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Office of the Principal, Arya Vidyapeeth College (Autonomous),

		Gopinath Nagar, Guwahati, PIN: 781016, Assam, India.
8	Opening of Pre-Qualification-cum-Technical Bids	16 <sup>th</sup> August 2022 (2 pm)
9	Technical Presentation of the bidders	17 <sup>th</sup> August 2022 (11am onwards)
10	Opening of Price Bid of technical qualified bidders.	17 <sup>th</sup> August 2022

#### **4. Terms of Reference:**

##### **4.1. Objective:**

To establish a complete process to operate web-based Examination Management of UG, PG and Ph.D. Courses and other Students Centric Services in Arya Vidyapeeth College.

##### **4.2. Implementation of Solution:**

The selected Bidder is required to understand the current business processes/tools as well as functions pertaining to the existing Examination mechanism and evaluation To-Be processes of Examination Management Solution, develop and implement the solution in web portal, continuous support for day to day operation through this portal. Student admission/registration data will be provided by concerned authority of Arya Vidyapeeth College.

The design of the solution should consist of develop/customise, implement and maintain, Data backup etc. for performing end to end examination Management Solution.

Pre and Post Examination activities of each of the course, providing different certificates and mark sheets of the Institutions in online mode, providing other students centric services such as providing different online services.

Initial contract of the project will be for 3 years, which may be extended to another 3 years each time as per mutually agreed condition.

The selected bidder (Implementing Agency/Service Provider/Agency) needs to deliver a complete process to operate Web based Examination Management of UG, PG and Ph.D. Courses and other Students Centric Services in Arya Vidyapeeth College with high security measures including hand holding support. The selected bidder must complete the development/customise of the applications with Go-Live ready in 45 days from the date of receiving of work order. Post implementation application support, operation & maintenance etc. must be provided through-out months after Go-Live. The selected bidder must handover all deliverables to the Purchaser as desired within stipulated time.

##### **4.3. Functional Requirements :**

1. The college requires a cloud-based MIS for carrying out the system of examination for UG, PG and Ph.D. students. The MIS system shall cover all functionalities of the examination system starting from student's data entry to final declaration of results and downloading of mark sheets.
2. Every student will have their own dashboard which can be accessed by individual login id and password. Students should be able to register themselves on the portal and create their own user id and password which should be validated using OTP over SMS.
3. Students' data to be fed into the MIS will be provided by the College authority. Students profile on the dashboard shall be constituted from this primary data.

4. There should be provision for creation of students' examination roll no for the entire duration of their course from their dashboard. The format for the examination roll no shall be provided by the college authorities.
5. The students shall be able to do examination form fill-up (both regular and arrear) from the dashboard during the stipulated time by online payment of necessary fees laid down by the college authorities.
6. Necessary integration with the payment gateway by adopting all security measures shall be required for collection of online fees.
7. The examination schedule shall be maintained by the vendor as per the instructions of the controller of examination from time to time.
8. There shall be an admin panel for use by the controller of examination of the college for monitoring the progress of the examination form fill up.
9. Students shall not be allowed to change subjects/papers on their own. There shall be provision to change the subjects/papers taken by the student by the college authority through the admin panel.
10. The attendance sheet (subject/paper-wise and total summary) for the examinations (both theory and practicals) shall be provided by the vendor immediately after the form fill-up is over.
11. There shall be a provision for late form fill-up in case of any emergency situation after due approval from college authority/Controller of examinations.
12. There should be a provision for verification of the filled up forms from the admin panel.
13. The students should be able to download their own admit cards from their dashboard.
14. There should be the provision for generation of the marks foil against each paper.
15. The format for the marks for internal and semester examinations shall be provided by the controller of examination and the vendor shall prepare the format of the mark sheet as per the instructions given by the College authority.
16. There shall be provision for feeding of the internal and semester examination marks through the admin panel.
17. There shall be a provision for editing of internal and semester examination marks by the controller of examination.
18. There shall be adequate provisions for verification of entered marks, either on screen or by taking printout of the result sheet as felt necessary.
19. There shall be a provision for generating the summary of the result mentioning the number of students securing grade points from 1 to 10 preferably with graphical representation.
20. There shall be a provision for editing marks obtained by the students after generating the summary before declaration of results.
21. After generating the summary there shall be provision for generating results in multiple formats as provided by the controller of examination (format for publishing on the web shall be different from the format printed for record-keeping by the college).
22. There shall be provision for with-holding of result for particular students.
23. Students should be able to download their own mark sheet from their dashboard. The mark sheet should contain adequate security features like QR code to prevent tampering and should be cross-verifiable from the web-portal.
24. There should be provision for student for application of re-evaluation of answer scripts by payment of necessary fees online.

25. There should be provision for re-issuing mark sheet in case of revision due to any discrepancy.
26. There shall be provision for examination form fill-up for arrear students immediate after declaration of results. Arrear form fill up and examination process for arrear shall follow the entire process of examination as mentioned above.
27. There shall be two internal examinations, one end semester examination and one arrear examination for each semester. There will be two semesters in an academic year (four internal examinations, two end semester examinations and two arrear examinations per academic year).
28. The vendor shall arrange for holding online examination (MCQ based) for internal examination for each subject and also have the provision for auto updating the internal marks in the result sheet based upon the performance in the examination.
29. For MCQ exam, the controller of examinations shall be able to create the exam, set question papers and open the exam as per the time scheduled for the exam.
30. Students shall be able to appear for the MCQ exam from the students' dashboard within the time schedule of the exam.
31. There should be provision for re-appearing in the MCQ test in case of any requirement by the college.
32. The vendor shall provide sufficient manpower to mitigate any situation or complexity that may arise during the examination processes on an urgent basis.
33. The vendor must provide helpline support both over email and telephonic support during the examination process during working hours to the students as well as the college.
34. The vendor must quote the rates per student per year basis (for all internal (/MCQ), end semester and arrear examinations)
35. There should be provision for offline storage of cloud server database periodically.
36. Total amount is to be calculated assuming approximately 1500 student in the first academic year, 2750 student in the second academic year and 4000 students in third academic and subsequent years. The vendor shall be paid based on actual number of students.

**Other Requirements:**

37. The vendor should be a registered company in India as per Companies Act. The vendor shall submit proofs of company registration (under Indian Companies Act), GST registration and Permanent Account Number (PAN) issued by Income Tax Department along with EOI document.
38. The registered (head/branch office) office of the company should be located in Guwahati. Proof of registered office in Guwahati must be attached.
39. The company should be in existence of not less than 10 years.
40. Experience of at least 10 years in working with educational institutions/colleges in design and development of MIS solutions is desirable. Profile of clients handled to be submitted as proof of experience.
41. Should have substantial client base in Assam and preferably worked with at least 30 clients to whom it has provided software solutions/services.
42. The software developer of the company should be permanent employee of the company. The vendor must provide name of the developer/developers and his/her experience.

43. The technology and platform used for development of the portal should be mentioned in the proposal. Due to sensitivity of the data and utmost importance being laid upon the safety and security of the online portal, therefore, the proposal should include information on the technology profile, frameworks, database, security measures and protocols observed in the development process and subsequent maintenance of the database.
44. Mention regarding protection against defacement, hacking.
45. Design should incorporate security features to protect the site from Session Hijacking, SQL injection, Cross scripting, Denial of Service etc.
46. Portal should be scalable for additional requirements in the future.
47. The portal is to be hosted on a secure cloud infrastructure having adequate security standards in respect of protection against unauthorized access from intruders and hackers and other online security risks. The proposal should reflect all measures that are proposed to be taken by the vendor in respect of the above.
48. The Bidder shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting the applications. The bidder has to manage and maintain the VM's including underlying Hardware, Operating systems, antivirus etc. for the contract period. The bidder should regularly perform backup on the cloud. The bidder should provide provision for taking incremental/full backup of the data regularly and stored the same in external storage system.

**The detailed Scope of Work of the above said work is given below in different modules, but not limited to**

1. Module 1: Web Portal for all Exams activities of Arya Vidyapeeth College
2. Module 2: Students, Faculty Registration
3. Module 3: Pre-Examination
4. Module 4: Conduct of Examination
6. Module 5: Post Examination
7. Module 6: Certificate Management
8. Module 7: Students Online Services
9. Module 8: Report and Query handling
10. Module 9: Online MCQ Examination-Preparation and Exam Delivery module

The detailed broad activities of different Modules are mentioned here under, but not limited to:

**Module1: Web Portal for all Examination activities of ARYA VIDYAPEETH COLLEGE**

1	<ul style="list-style-type: none"> <li>▪ Development and Maintenance of Single Web Portal for all the activities of ARYA VIDYAPEETH COLLEGE</li> <li>▪ Creation and handling of Login Ids for all levels of courses (UG, PG and Ph.D), Teachers, students, Principals, Controller Exams etc.</li> <li>▪ Dash Board of all important activities in the web Portal</li> </ul>
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**Module2: Students, Faculty Registration**

1	<ul style="list-style-type: none"> <li>▪ Admission data to be provided by Admission Authority in Excel Sheet/comma separated data with Registration Number etc. View of Students Registration Data Academic year wise by Institutions with provision of Edit of portion of Registration Data.</li> <li>▪ Course wise registration of faculty</li> <li>▪ Online payment of Registration Fees/exam fee through Payment gateway with provision of generating Defaulter list for the semester etc.</li> <li>▪ Generation of TC/Leaving certificate on pass out of course or Discontinuation of course</li> </ul>
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### Module3: Pre-Examination Module

1	<p>Form fill Up</p> <ul style="list-style-type: none"><li>▪ Uploading of students Form Fill up/Exam Registration data semester wise.</li><li>▪ The student's data shall consist of basic details including photograph and also Subjects the student intends to appear exams.</li><li>▪ The arrear paper student's data are also to be captured with subjects in which the student has arrear paper.</li><li>▪ Dash boards and reports on form fill up status of the students</li><li>▪ Online Payment of fees through portal via payment Gateways</li><li>▪ Generation of MIS Report on Payment status and defaulters with SMS facilities</li><li>▪ Incorporation of Exams schedules announced by the college authority</li><li>▪ Generation of Admit Card with date and time of Exams of different subjects, semester wise to be downloaded by individual.</li><li>▪ Printing of Attendance sheets separately for Theory and Practical Exams for recording attendance on the day of exams.</li></ul>
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### Module4: Conduct of ExaminationModule

1	<ul style="list-style-type: none"><li>▪ Web interface of Internal Marks, Sessional Marks and Practical Marks of different subjects of all the students, with validation through the portal and storage in appropriate format in the server</li><li>▪ Generation of report of the Internal Marks, Sessional Marks and Practical Marks thus collected through the portal to be available to the College authority for their record.</li><li>▪ Generation of Candidates Attendance Report for Institutions separately for Theory and practical.</li></ul>
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### Module5: Post Examination Module

1	<ul style="list-style-type: none"><li>▪ Process the scores obtained in different Theory subjects of Exams along with Internal, Sessional and Practical Marks Collected through the portal,as per Examination rules of ARYA VIDYAPEETH COLLEGE andcompute the Results</li><li>▪ Generate Result sheets (Consolidated statement of results of all the students with all details of Marks semester wise) to be downloaded by the college authority through their Login</li><li>▪ Generate Mark sheets of students of individual semester wise of all students tobe downloaded by the college authoritythrough their Login</li><li>▪ Provide Tabulation Registers of all marks (Scored marks, Internal, Sessional and Practical Marks and computed Total Marks, Results etc) in appropriate format.</li><li>▪ Publish results through portal for easy access by the students</li><li>▪ Generation of Provisional Pass Certificate.</li><li>▪ Pushing of Pass Certificate and Divisional Marksheet to Digi-Locker Account of all passed students etc.</li><li>▪ Generation of such other reports in connection with examination activities as listed above</li><li>▪ Provision for Re-evaluation of Answer Book and updating of Result</li><li>▪ Update the status of All semester Result searchable student wise through Institute login (separate report to be provided in the portal to show the history of exam appearing of a student and exam result details)</li><li>▪ Provide Data of Passedout students (as a result of a particular semester exams) in appropriate format to ARYA VIDYAPEETH COLLEGE for printing of Hard copy of Pass Certificate.</li></ul>
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	<ul style="list-style-type: none"> <li>▪ Generation of Topper List semester wise branch wise</li> <li>▪ Result Analysis</li> </ul>
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#### Module7: Certificate Management

1	<ul style="list-style-type: none"> <li>▪ Generate list of Passed outs, course wise after each Examination is over with all details for Certificate Printing, which shall be available to the College Authority through their Login</li> <li>▪ Provision in the portal for Minor name Correction and Photo Correction in the Passout Data before printing</li> <li>▪ Provision in the portal for updation of Postal address, Email-Id, Mobile Number of Passed out students.</li> <li>▪ Maintaining status of delivery of Hard copy of Pass Certificate and Mark sheet</li> </ul>
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#### Module6: Students Online Services

1	<ul style="list-style-type: none"> <li>▪ Selected Bidder has to provide online services to the students. These online services are mostly providing certificates or verification of certificates. Some of the services are chargeable to the candidates/organisation which shall be collected online through Payment Gateway.</li> <li>▪ The Online Services that are proposed to be provided through the selected vendor are: <ul style="list-style-type: none"> <li>▪ Duplicate Provisional Pass certificate of a student</li> <li>▪ Duplicate Marksheet of any semester of a student</li> <li>▪ Correction of Name in the Certificate with Reprinted Hardcopy</li> <li>▪ Photocopy of Evaluated Answer Book</li> <li>▪ Migration certificate</li> <li>▪ Duplicate Hard copy Final Certificate</li> <li>▪ Transfer Certificate</li> <li>▪ Application for Re-evaluation of Answer Book</li> </ul> </li> </ul>
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#### Module 8: Reports and Query handling

1	<ul style="list-style-type: none"> <li>▪ Generate Reports of different kind for College Authority to be available through their Login</li> <li>▪ Generate Adhoc queries of different kinds as per requirements of College Authority</li> </ul>
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#### Module 9: Online MCQ Examination - Preparation and Exam Delivery module

1	<ul style="list-style-type: none"> <li>▪ Branch, semester, subject mapping with codes etc.</li> <li>▪ User/Author creation</li> <li>▪ Allotment/ Assignment of subject to Authors through portal for qp creation</li> <li>▪ Template of QP authoring and Instructions to be available in the portal</li> <li>▪ Author will upload qp using the login credentials confidentially.</li> <li>▪ Facility for the students for appearing the MCQ examination</li> <li>▪ Facility of monitoring qp submission, pending submission, pending assignment etc. by Exam Controller/College authority</li> <li>▪ Evaluation MCQ online exam should be done by the portal, there should not be any manual marking provision on online MCQ.</li> <li>▪ Result generation &amp; reporting etc.</li> </ul>
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**NB:** Above modules are tentative only as per standards and processes of such systems. The college authority may require to modify features under above scope of work to make the Examination system efficient and user friendly.

### **Additional Services (at no extra cost)**

The Bidder shall provide documented inputs and support for handling

- Candidates queries
- RTI queries
- Court Cases

#### **Notes:**

- The Bidder will have to carry/ demonstrate complete USER ACCEPTANCE TEST with test data of ARYA VIDYAPEETH COLLEGE before implementation the software. The Bidder should also be able to demonstrate the testing before each examination.
- The Bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- Absolute confidentiality shall be maintained at all stages of the examination system.
- All manpower, server cost to be included in Price Quoted and no extra claim on any ground shall be entertained.
- Handholding support to be provided to ARYA VIDYAPEETH COLLEGE for effectively management of Examination through this portal.

### **5. Work Estimation:**

1	Data	Approximately 1500 to 2000 students data per Examination drive (Winter/summer) for 1 academic year.
2	StudentsRegistration	Approximately 1500 students per academic year
3	Examination	Approximately 4000-5000 per drive (Winter or Summer)
4	Certificate Management	Approximately 1500
5	OnlineServices	Approximately 1500 cases of all types per annum
7	Types of courses	30
8	Payment Gateway service	All payment should be made through Payment Gateway.

### **6. Instruction to Bidders:**

1. There are two parts of Tender namely, Technical bid and Price bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelopes which should be super scribed as (a) Technical Bid- RFP NO. AVC/2022/2306(A) & (b) "Price Bid- RFP NO. AVC/2022/2306(B)
2. These envelopes should be placed in another sealed envelope and addressed to ARYA VIDYAPEETH COLLEGE Guwahati. The envelope must show the name of the bidder, address and should be super scribed as Selection of Implementing Agency (IA) for Examination Management of UG, PG and Ph.D. Courses in ARYA VIDYAPEETH COLLEGE., RFP NO. AVC/2022/2306, on the top of the envelope. In addition, outer envelope should indicate tender opening date.
3. A non-refundable demand draft of Rs.2000/- (Rupees two Thousand) in favour of Principal, ARYA VIDYAPEETH COLLEGE, Guwahati payable at Guwahati is to be submitted along with the Technical bid towards the cost of the Tender document. Besides, the EMD as indicated later at clause 7 (Bid Security Clause) must be enclosed along with the Technical Bid

document. Technical bid document not accompanying the requisite Tender document fee and EMD shall be considered as non-compliant, summarily rejected and will not be considered for further evaluation.

4. The sealed tenders will be opened at ARYA VIDYAPEETH COLLEGE, Guwahati as per the schedule mentioned above in presence of the bidders or their authorized representatives as may desire to be present.
5. Technically qualified bidders will be considered as successful bidders for price bid opening.
6. Bids shall be fully in accordance with the requirements of the general terms and conditions and the specifications attached hereto. Appropriate formats furnished with this specification shall be used in quoting tender prices. Incomplete, illegible, unsealed and without signature tenders will be rejected.
7. All offers should be made in English and clearly type written.
8. The bidder must submit all documents as asked in Annexure section.
9. The bidders should furnish the following information and documents with the Technical and Price Bids.

### **7. Bid Security (EMD):**

1. EMD of Rs. (Rupees 20,000/- twenty thousand) shall be furnished along with the bid as bid security.
2. The bid security shall be only in the form of Bank Guarantee or Demand Draft drawn in favour of Principal Arya Vidyapeeth College, payable at Guwahati drawn in any Scheduled Bank.
3. The demand draft or Bank Guarantee shall be submitted along with Technical bid. Bids submitted without bid security shall be rejected.
4. The bid security shall be forfeited, if a bidder withdraws its bid during the period of bid validity. The bid security shall also be forfeited, if a bidder submits any fake/forged/fraudulent/manufactured documents along with the RFP.
5. In case of a successful bidder, the bid security may be forfeited if the bidder fails to accept the Work Order or fails to furnish performance security after accepting the Work/ Purchase Order.

### **8. Technical Bid:**

1. Copy of the Registration certificate of the company with organization profile;
2. Bidder should give an undertaking that they are not under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India or any state Government or any PSU Self Declaration that the bidder hasn't been black listed by any Govt. /PSU agencies;
3. Authorized signatory for the bid from the bidder;
4. Signed copy of the RFP document as an acceptance to the terms and conditions of the tender.
5. GST Registration Certificate and PAN no.
  - a) Similar Past Project Experience and proofs;
  - b) Project Approach and Methodology, Work plan;
  - c) RFP document fee as a non-refundable;
  - d) EMD as mentioned at clause 7 (Bid Security Clause).

## **9. Price Bid:**

1. The bidder shall submit the Price Bid as given in the Annexure I;
2. The rates quoted by the bidder, shall be inclusive of all Taxes as applicable in Assam.
3. Price bid should be unconditional and it should be as per the specified format.

## **10. Technical Eligibility Criteria:**

1. The Bidder must be a company registered under the Indian Companies Act, 1956. Copy of such certificate shall be enclosed as a proof.
2. The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this RFP. No subletting of work is permissible.
3. Average annual turnover of the bidder for 3 financial years (FY 2018-19, 2019-20 and 2020-21) ending on 31st March 2021 must be at least Rs. 10 lakhs. The Bidder shall submit copies of audited Balance Sheets and Profit and Loss Accounts/Annual Reports of the above three financial years (up to 31st Mar-2021).
4. The Bidder must have experience in the Design, Development, and Maintenance of Software solution related to educational institutes in last 10 years. (The bidders must submit the proof of documents as indicated)
5. The Company should have qualified and experienced IT professionals. (The bidders must submit the proof of documents as indicated).
6. The bidder shall submit the Technical eligibility criteria as given in the Annexure II.

## **11. Evaluation Criteria:**

1. The bidder who has complied with all the Technical Eligibility Criteria (refer Section 10) shall be qualified for technical evaluation.
2. The bidders who are shortlisted based upon Technical Eligibility Criteria (refer Section 10) shall be considered for technical evaluation and will be invited to make a presentation on their solution at ARYA VIDYAPEETH COLLEGE at Guwahati on a date, time notified by the College authority, at their own cost. ARYA VIDYAPEETH COLLEGE in its best interest reserves the right to reject/modify the proposed solution.
3. The purpose of such presentations would be to allow the bidders to present their Approach, Methodology, and plan for Examination Management and other Students Centric Services in ARYA VIDYAPEETH COLLEGE as per scope before the committee.
4. The Bidder shall be required to make a presentation on the following areas.
  - i. Similar Project Experience
  - ii. Live Demonstration of existing similar Software and other Students Centric Services in ARYA VIDYAPEETH COLLEGE.
  - iii. Approach, Methodology and Standard Operating Procedure
  - iv. Work Plan
5. Depending on the evaluation methodology each Technical Bid will be assigned a technical score out of a maximum of 100 points as per Technical Evaluation Criteria mentioned in the RFP.
6. The minimum absolute technical score to qualify in the technical evaluation is 70. Decision of ARYA VIDYAPEETH COLLEGE in this regard shall be final & binding and no further discussion will be held with the bidders whose bids are technically disqualified/rejected.

## 12. Bid Evaluation

Bidders will be selected through **Quality & Cost Based Selection (QCBS)** Process.

- ✓ Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified at clause 7 to merit further evaluation.
- ✓ Bids not conforming to such preliminary requirements will be prima facie rejected.

### 12.1 Evaluation of Technical Bid

- ✓ Criteria for evaluation of technical bids have been specified in this RFP document.
- ✓ All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- ✓ The bidder with highest technical bid (H1) will be awarded 100% score
- ✓ Technical Scores for other than H1 bidders will be evaluated using the following formula:

**Technical Score of a Bidder=**

$$\{(\text{Technical Bid score of the Bidder}/\text{Technical Bid Score of H1}) \times 100\}\% \text{ (Adjusted to two decimal places)}$$

- ✓ The commercial bid of only the technically qualified bidders will be opened for further processing.

### 12.2 Evaluation of Financial Bid

- ✓ The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives
- ✓ The bidder with lowest financial bid (L1) will be awarded 100% score.
- ✓ Financial Scores for other than L1 bidders will be evaluated using the following formula:

**Financial Score of a Bidder=**

$$\{(\text{Financial Bid of L1}/\text{Financial Bid of the Bidder}) \times 100\}\% \text{ (Adjusted to two decimal places)}$$

- ✓ Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- ✓ The bid price will include of all taxes and levies and shall be in Indian Rupees.

### 12.3 Combined Evaluation of Technical & Financial Bids

- ✓ The technical and financial scores secured by each bidder will be added using

weightage of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.

- ✓ The bidder securing the highest Composite Bid Score will be for award of the Project.
- ✓ In the event the bid composite bid scores are “tied”, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

**Composite score of the Bidders for the bid shall be worked out as under:**

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
(A)	(B)	(C)	(D)	(E)	(F)

### 13. Technical Bid Score Matrix:

S.N.	Technical Evaluation Criteria	Maximum Score	Score	Proof of Documents
1	Experience in Software solution and services in educational institutes for the period 2012 to 2022.	30	For projects (at least 1) >= 3000 candidates in one drive) : 30 marks  For projects (at least 1) >= 2000 candidates in one drive) : 20 marks  For projects (at least 1) >= 1000 candidates in one drive) : 10 marks	Work order/Completion Certificates from competent Authority OR Copy of bill submitted
2	Experience in Software solution and services conducting Online MCQ Examination - Preparation and Exam Delivery.	20	For projects (at least 1) 1000>= candidates in one drive) : 20 marks  For projects (at least 1) <= 1000 candidates in one drive) : 10 marks	Work order/Completion Certificates from competent Authority OR Copy of bill submitted

Technical Presentation	50	Marks shall be awarded by the Committee	
<ul style="list-style-type: none"> <li>• Similar Project Experience</li> <li>• Approach and Methodology</li> <li>• Work Plan &amp; SOP</li> </ul>			

N.B. The bidders must submit the proof of documents as indicated above in absence of which no marks will be awarded against corresponding evaluation parameter.  
The bidders who is scoring 70 or more will be eligible for price bid

#### 14. Submission of Bid:

##### Number of Copies of Bid:

1. The Bidder shall submit 1(one) hard copy of each of the Pre-Qualification-cum-Technical Bid and Price Bid.
2. The Bidder shall submit 1(one) soft copy (preferably in USB flash drive) of each of the Pre-Qualification-cum-Technical Bid only and place it inside the sealed envelope of Technical Bid.
3. The bids submitted by Telex, fax or email bids shall not be entertained.
4. The bid shall be submitted at the below address:  
Address: **Office of the Principal, Arya Vidyapeeth College (Autonomous), Gopinath Nagar , Guwahati, PIN: 781016, Assam, India.**

#### 15. Terms of Payment:

No advance payment shall be made to the Bidder under any circumstances.

- a) The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.
- b) In case the bidder fails to execute the contract, ARYA VIDYAPEETH COLLEGE shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- c) All payments shall be subject to current applicable statutory taxes.
- d) Payment will be made in 6 months/1year

#### 16. Service Level Definition:

Depending on the criticality and severity of service levels and resolution times are defined as follows:

Severity of Services	Severity Type	Definition	Resolution time if any issue
SLR-1	Critical	Portal Application Availability of the application should be at least 99% per day.	15 Minutes
SLR-2	High	Any Services/group of services under the categories of Examination Management (Module 1 to 8) should be available at least 99% per day.	60 Minutes
SLR-3	Critical	During Online MCQ Examination, the availability of the online examination module should be 100%.	5 Minutes

1. The bidder must respond on the above response time to maintain SLA.
2. The problem shall be considered to be solved when the bidder has communicated to the user about the resolution of the incident and the resolution formally recorded.
3. The down time calculated shall not include any planned shutdown.
4. Final decision lies on the college authority to impose fine or any other disciplinary action if there are any breaches during the contract period.

### **17. Change Request Management:**

Any changes request during development and implementation of the project will not be treated as change request, however, any change request/addition of new services/modules after implementation and operation (after 6 Months of UAT) of the project beyond the scope will be treated as Change Request and the process to address the change request is as follows:

- Identification and documentation of change request requirement–The details of scope of change will be analysed and documented.
- Effort Estimate – The College authority will ask the bidder to submit the effort estimate in terms Function Point Analysis. However, the bidder has to implement at least 10 no. of minor Change Request, during each project year, without any additional cost.
- Approval or disapproval of the change request–After Analysis functional aspects college Authority will approve or disapprove the change requested.

### **18. Termination of Contract:**

The ARYA VIDYAPEETH COLLEGE authority may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the ARYA VIDYAPEETH COLLEGE.
- The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

### **19. Final Authority**

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to The Principal, Arya Vidyapeeth College (Autonomous), Gopinath Nagar, Guwahati, PIN: 781016, Assam, India.

The college authority reserves the right to reject any or all the proposals without assigning any reason thereof.



## Annexure I : Price Bid

Sl. No.	Particulars	Unit description	Total No. of Students Yearly (Approx.) (A)	Unit Cost (INR) (B)	Applicable Tax (C)	Total Unit Cost (INR) (D = B+C)	Total Cost (INR) (E = Ax D)
1	Examination Management of UG, PG and Ph.D. courses and other Students Centric Services of the college. (Module 1 to 8)	One candidate /year (includes 2 end Semester exam + 2 internal exam + 2 arrear exam)	1500				
2	Online Examination Preparation and Exam Delivery module (Module 9)	MCO - One candidate (Per Candidate exams drive (Winter/Summer))	1500				
<b>Total Amount=</b>							
<b>Total Amount in Words</b>							
<i>The quantity(number of students/exams) is indicative only which may vary depending upon the actual</i>							

Signature & seal of the Bidder

Place & Date:

## Annexure II: Technical Eligibility Criteria with General Information of Bidder

Sl. No.	Items	Description	
1.	Name of the Company		
2.	Year of Establishment		
3.	Address of Registered office		
4.	Address of Head Quarter		
5.	Telephone No(business)		
6.	Email Address(business)		
7.	Website		
8.	Name of the Managing Director/CEO		
9.	PANNo		
10.	GST Regd. No		
11.	No of full time personnel (Technical in the Similar Domain) currently under employment. (The bidders must submit the proof of documents as indicated).		
12.	No.ofyearsofprovenexperienceof providing similar services. (The bidders must submit the proof of documents as indicated).		
13.	Annual turnover Audited in last three years. (The bidders must submit the proof of documents as indicated).	Annual turnover of the in Rs.	
14		FY	Turnover(Rs.)
		2018-19	
		2019-20	
		2020-21	

Signature & seal of the Bidder  
Place&Date: