

Expression of Interest for College Automation Solution

Maharaja Agrasen College, Vasundhara Enclave, Delhi invites vendors to submit their expression of interest (for pre-qualification) to provide an end-to-end integrated ERP based college automation solution on cloud platform or connecting to a well secured data center through a WAN link.

1. Objectives

The EOI is launched for achieving following objectives

- To access the availability of various solutions for implementing a user-friendly, secure, fast, and robust institute-wide automation at Maharaja Agrasen College.
- To understand the capabilities of the vendors to deliver an appropriate solution to meet all the requirements of the college.
- To assess the relevant implementation methodology followed by the solution providers in implementing an institute-wide solution.

2. Background

Maharaja Agrasen College (MAC) was established in 1994 as a constituent college of University of Delhi and is fully funded by Government of NCT, Delhi. With one of the most sophisticated, futuristic and forward looking campuses, today the College is poised to take the world head on. The College is situated in a 10 acre green campus in the heart of East Delhi with 5 acres of green coverage. It has a spacious and sufficient infrastructure with 35 classrooms, 19 laboratories, 2 Conference rooms, 10 Department rooms and 2 Staff Rooms with wide corridors for student movement; State of the art air-conditioned auditorium with seating capacity for 750 students; a spacious and well lit library with a reading room, equipped with 38,000 books, 29 journals and ICT facilities. The Library has OPAC facility and the students have intra access to e publications via INFLIBNET and online access to DULS; State of the art ICT, Media Lab, Science Laboratories, Innovation and Incubation Centre, Research Lab. A clean hygienic, safe and secure 58 bed Girl's hostel with 26 rooms and an attached residence for the Warden along with a MAC Wellness Centre with gym facilities. Currently college has over 2000 students along with 125 faculty members and 60 administrative and support staff.

Please visit the college website www.mac.du.ac.in for more details

3. Schedule

S. No	Particulars	Date
1.	Notification of EOI on Institute website /Other websites	19 th January 2017
2.	Questions submitted over one consolidated email from each vendor (if any)	25 th January 2017
3.	Answers to consolidated questions provided to all vendors	30 th January 2017
4.	Last date of submission of EOI	8 th February 2017 (till 2:00 pm)
5.	Opening of EOI	8 th February 2017 (at 3:00 pm)
6.	Release of list of vendors shortlisted for pre-bid presentation	9 th February 2017
7.	Pre-bid conference with shortlisted vendors	13 th February 2017 (at 11.00 am)
8.	Submission of two-part bid (Technical and Financial Bids)	To be announced

MAC reserves the right to make any changes deemed suitable in the above process depending on the need. While MAC will attempt to follow the above timeline, it reserves the rights to change the dates if required; the changed schedule will be posted on the website.

The vendors are requested to send their detailed EOI response to the following address:

Principal

Maharaja Agrasen College

Vasundhara Enclave, Delhi – 110091

Email: principal@mac.du.ac.in; cas_mac@googlegroups.com

Phone: 011-22610563, 011-22610565, 011-22610552, 011-22610562

4. General Requirements

4.1. Basic features

- i. 100% cloud based application
- ii. User authentication
- iii. Access rights
- iv. Secured data

- v. Data backup
- vi. Open Source technology
- vii. Established product for at least three years.
- viii. Audit trail
- ix. Compatibility with latest release of MS Windows and Linux Environment
- x. Compatible with Internet Explorer, Google Chrome and Firefox
- xi. System available as App to get access through mobile phone with built-in user authorization and access rights.
- xii. Single integrated system for various modules like Finance, Procurement, HRMS & Payroll, Inventory, LMS, Alumni etc.
- xiii. Fairly established product with clients currently using the product
- xiv. Flexible report writer
- xv. Customizable Dashboards
- xvi. Standard and customized reports export to MS Excel and PDF format
- xvii. Flexible application access rights for forms and report
- xviii. SMS /Email facility for notifications, reminders and alerts
- xix. E-payment gateways where payment can be made through various modes such as credit / debit cards, Internet banking, e-wallets, etc.
- xx. Pay Per User model of pricing
- xxi. Phase wise implementation of the solution
- xxii. Availability of 16 X 7 Helpdesk
- xxiii. Uptime/availability of system to be better than 99% on a quarterly review
- xxiv. Be capable of supporting decentralized as well as centralized processing
- xxv. Provide user oriented self-service capabilities
- xxvi. Support customizable workflow
- xxvii. Have a robust set of communication and reporting tools
- xxviii. Virtual communities' platform for students, faculty, alumni, industry connects etc.
- xxix. The system should be flexible enough to allow upload / entry of data through different templates.
- xxx. The solution should be scalable to meet the future requirements of the college.
- xxxi. The vendor should provide access to raw data, so that in the event MAC decides to change the automation software in part or whole, the existing data can be easily and seamlessly ported to the new software.

4.2. Import/Export Data

- i. Upload data from all the existing local records held by MAC

- ii. Facilitate Import from/Interface with the third party applications in the institute and extract data in various formats.
- iii. Import and Export to the archived files.
- iv. Produce reports on all areas of data that can be exported to MS Excel/PDF.

4.3. Target users

The proposed application must be able to support a spectrum of users, namely the following with a personalized access:

- i. Administrative offices (centralized operations and backend support)
- ii. Departmental administration (distributed operations and support)
- iii. End-users (students, parents, faculty, and staff)
- iv. Management (informational and analytical)

4.4. Archiving

The application should

- i. Provide a Data Archival utility on a cloud model as a part of the standard offering.
- ii. Facilitate the query and reporting on archived data.

4.5. Audit Trail

The application should

- i. Record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.
- ii. Enable which fields or tables are to be audited through a delivered tool

4.6. Access and authorization

Only authorized users should have access to the system. As such, the system should therefore have the ability for the specification of who will have access to which functions. Where appropriate, further discrimination at the data level (e.g. Respective departments may only have access/update to data related to their own departments) is required. In this regard, the capability to support multi-role differentiation based on a single user sign-on will be essential.

The proposed system(s) must support a comprehensive access and authorization mechanism, including

- i. Single sign-on for all system components
- ii. Support for a central authentication scheme
- iii. Ability to define multiple level authority, comprehensive set of user roles and permission lists, and flexible segmentation of data
- iv. Ability to manage access to authorized functions based on the roles represented in the account
- v. Ability to manage access to different segments of data depending on the role

4.7. Single and minimal data entry

Data should be entered and validated at source only once and be used throughout the system(s). There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.) facility to strictly avoid any duplication of data. Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages.

4.8. Organization Structure

The proposed product needs to be able to model both our existing internal organizational structures, and be flexible enough in this regard to cope with future organizational changes.

- i. Develop and maintain complex organizational structure of MAC including Faculty, Departments/Centres, Financial units, administrative units, staff and students and their inter relation links.
- ii. Maintain sophisticated organizational unit's functionality enabling user definition of terminology (e.g. Faculty; Departments, Centers, Units, Sections etc)
- iii. Maintain locations within Organizational units.

4.9. Reporting and data extraction

The proposed system(s) should support

- i. Interface with Data Mining Tool
- ii. Facilities for free text search
- iii. Include a standard set of reports based on industry best practice
- iv. Have ad hoc reporting capability that is user friendly and easy to use
- v. Support ability to report to file as well as other means
- vi. Provide good interfacing mechanism

4.10. Management Information

To support resource allocation and decision-making at MAC it is mandatory that robust and user-friendly facilities be available with the system(s) using a web-based environment.

Pre-packaged analytic functions that provide interactive dashboards for faculty, students, etc., Integrate well with source data, support easy reporting with export facility to desktop suites like EXCEL, WORD, Open Office etc. in a suitable format compatible with other systems is essential.

4.11. Interfacing provisions / Inter-operability with other key systems

The proposed system should have the ability:

- i. To interface with external systems, either through import/export facilities or web services.
- ii. Support for callable functions to access internal data or invoke internal functions should also be available, via services that conform to industry standards.
- iii. Support for bar-coded, bio-metric, Internet Banking and / or smart card based inputs.

4.12. Customizability/Configurability

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

- i. Flexible customization/configuration capabilities
- ii. Ability to add/modify the existing workflows

5. Broad Scope of Work

Even though we plan to automate all the processes, the major tasks are

- i. Admission**
 - a. Define Process
 - b. Validation
 - c. Schedule
 - d. Capture Feedback
 - e. Admission Letter
 - f. Admit
 - g. I Card Printing

- ii. Academics**
 - a. Create Batch
 - b. Allocate Students
 - c. Allocate Faculty
 - d. Lesson Plan
 - e. Assignments
 - f. Discussion forms
 - g. Assessment
 - h. Promotions
 - i. Feedback
- iii. Grading & Examination**
 - a. Eligibility
 - b. Convert Marks to Grades
 - c. Normalization
 - d. Grace Marks
 - e. Report Card Printing
- iv. Fees & Fines**
 - a. Integration with Finance
 - b. Fee Pattern
 - c. Fee Collection
 - d. Fee Arrears
 - e. Fine Collection
- v. HRMS**
 - a. Integration with Finance and Payroll
 - b. Faculty Resume
 - c. Attendance
 - d. Leave
 - e. Claims
 - f. Loans & Advances
 - g. Appraisal
 - h. Employee master with service record
 - i. Flexible pay structure definition
- vi. SMS /Email Integration**
 - a. Reminder
 - b. Alert
 - c. Notifications
- vii. Transportation**
 - a. Integration with Fee module

- b. Vehicle Log Book
- c. Vehicle Maintenance
- d. Vehicle Condemnation
- e. Transport Request
- f. Transport Allocation
- viii. Hostel**
 - a. Integration with Fee module
 - b. Hostel Request
 - c. Hostel Allotment
 - d. Hostel Attendance
- ix. Library**
 - a. Integration with Fee module
 - b. Library Member Management
 - c. Catalog Management
 - d. Circulation Management
 - e. Catalog Reservation and Tracking
 - f. Library Fine
 - g. Suggestion and Subscription
 - h. Barcode Printing
- x. Time Table**
 - a. Class scheduling
 - b. Resource Allocation
 - c. Faculty Substitution
 - d. Timetable Generation
 - e. Attendance
- xi. Scholarship**
 - a. Define Scholarship
 - b. Provide Scholarship
- xii. Alumni**
 - a. Alumni Details
 - b. Calendar of Events
 - c. Image Gallery
- xiii. Self Services (Faculty)**
 - a. Quick links for Easy Access
 - b. Widgets
 - c. Raising of requests and claims
- xiv. Self Services (Student)**
 - a. Quick links for Easy Access

- b. Widgets
- c. Raising of requests and claims
- xv. Community Networking & Learning Management System**
 - a. Community Design
 - b. Community Management
 - c. Participant Management
 - d. Collaboration
 - e. Personalization
 - f. Course & Curriculum design and Management
 - g. Widgets like alerts, messages, reminders etc.
- xvi. Digital Learning Environment**
 - a. Provision to create courses as per the curriculum.
 - b. Ability to define applicability of courses & define the credits for each course for each academic session of a batch.
 - c. Ability to upload Course Content against the created syllabus with multiple types of content supported including documents, PDFs, PPTs, videos, ePUB, audio files, SCORM files and so on.
 - d. Provision of course content player and preview options.
 - e. Ability to allow or block course content download and provide read only content.
 - f. Provision of pre-requisites for course content.
 - g. Ability to schedule courses, content and feedback.
 - h. Student course dashboard depicting progress.
 - i. Provision of collaboration on the course to enable student-student and faculty-student learning.
 - j. Provision of course statistics and reports configurable by the administrator.
 - k. Provision of student level statistics and reports for various activities configurable by the administrator.
- xvii. Payroll**
 - a. Integration with HRMS
 - b. Monthly Payroll
 - c. Miscellaneous Payments and Recovery
 - d. Month-end Processing
 - e. Saving and Income Tax Details
 - f. PF
 - g. Final Settlement
- xviii. Finance & Accounting**
 - a. Basic vouchering

- b. General Ledger
- c. Accounts Payable
- d. Accounts Receivables
- e. Taxation
- f. Fixed Asset
- g. Letter of Credit
- h. Audit
- i. Budgeting
- xix. Procurement & Inventory**
 - a. Integration with Finance
 - b. Procurement
 - c. Inventory Management
 - d. Vendor Management
 - e. F & A Integration
- xx. Application Form Management**
 - a. Define Application
 - b. Manage Application
 - c. Scrutiny
 - d. Bulk Upload
 - e. Capture Enquiry
 - f. Follow-ups
 - g. Schedule
- xxi. Letter Printing**
 - a. Define letter Templates
 - b. Request for letter print
 - c. Print or mail Letter

6. Pre-qualification

Interested vendors are required to submit EOI along with all the necessary details and documents to substantiate their qualifications as per the requirement stated below.

Following are the necessary qualifications of the bidder for participating in the bid process:

- i. Company / firm must be registered in India. It should be engaged in the job of college / academic institute / University automation for minimum of 3 years in India as on 01/01/2017. (Attach proof)

- ii. The bidder shall be a Registered Company in India as per the Companies Act 1956 with valid VAT/ LST/ CST, Service Tax Registration and PAN number allotted by the respective authorities. (Attach proof)
- iii. The bidder should be
 - a. Certified enterprise-wide at ISO 9001:2008. (Attach proof)
 - b. CMMi Level 5 (both for services and software development). (Attach proof)
- iv. The bidder should have annual turnover exceeding Rs. Three Hundred Crore (out of which at least 50% should be due to software) during last three financial years (i.e. 2013-14, 2014-15 and 2015-16). (Attach proof)
- v. The product should be owned and implemented by the company itself. The copyright of the source code of the solution must be owned by the bidder. (Attach proof / self-declaration)
- vi. Client Lists with Testimonials (minimum five)
- vii. The bidder must have successfully implemented at least three similar Automation solutions / ERP project during the preceding two years for a University / academic institution with minimum 1800 users. Each project should not be less than Rs. 20 lacs per annum in value. The bidder should submit -
 - a. The details of such jobs in the prescribed format as given in Annexure II along with a copy of the work order.
 - b. Certificate from the clients indicating successful implementation of the package, as given in Annexure III
- viii. The bidder shall have technically qualified software work force of minimum 500 in India.
- ix. The bidder should have Primary Data Centre with back-up Secondary Data Centre for data Security as per the Government of India, National data sharing and accessibility policy (NDSAP) guidelines in this regard. Both the data centers should be located in India. Both the data centers must be tier-3 data center or above certified, and must be ISO/IEC 27001:2008 security certified. Also, the bidder must provision BCP site & DR for ensuring the continuous availability of the solution. The Primary and backup servers should be at least 500 kilometers apart and should fall in different seismic zones. (Attach proof / self-declaration)
- x. The agency should have an in-house quality assurance and product testing team with proven and robust quality management processes.
- xi. The bidder must not have been blacklisted by any Central Government / State Government / PSU / Government Bodies / Autonomous Bodies / Private Sector during last five years. (Attach self-declaration)

- xii. Due weight-age will be given to all the above aspects while considering the technical bid.
- xiii. Consortium bids are strictly prohibited and will lead to cancellation of the bid.

7. Pre-bid Conference

Pre-qualified vendors would be invited for a pre-bid user conference (needs assessment/study) to be held at MAC on specified date as per schedule given.

8. Technical Presentation

After participating in the user conference, the solution providers are invited to describe / demonstrate how their product can be configured to the best needs of the institute on a pre-announced day as per schedule given.

9. Submission of EOI

A statement indicating willingness to participate should be submitted to The Principal, Maharaja Agrasen College, Vasundhara Enclave, Delhi - 110096. EOI documents duly signed must be accompanied with an EMD of Rs.30,000/- in the form of DD drawn in favour of The Principal, Maharaja Agrasen College. Bids received after last date and time, or, without fees would not be entertained in any case.

The statement should include brief details of how the vendor meets pre-qualification requirements and also how the proposed solution meets the requirements mentioned elsewhere in this document. Documentary proofs for each of the item need to be submitted along-with the EOI. Bids without documentary proofs would be out-rightly rejected and no further correspondence in any form would be made with the bidders in this regard.

Correspondence with the qualified and shortlisted bidders would be done through email only except mentioned otherwise. Primary contact number, fax number, email-id and name/designation of the contact person are required to be submitted along-with the EOI. (as given in Annexure I)

Participation by qualified and shortlisted bidders throughout the bidding process is compulsory and lack of interest or non-participation in any event mentioned in the schedule would be a sufficient reason to cancel the bid at any stage. No further correspondence would be made by MAC with bidders who are thus not serious. Any claim by the bidders citing reasons for non-participation on any grounds would not be entertained and their bids would be considered as cancelled.

Even though a vendor/applicant may satisfy the specified requirements, bids/applications shall be liable to disqualification if:

- i. Misleading or false representations have been made or information deliberately suppressed in the forms and enclosures required in the pre-qualification document.
- ii. The party has a record of poor performance such as abandoning work, not completing the contract, etc.

10. Other Conditions

- i. The registered users include only students, faculty, and administrators belonging to MAC. Limited access provided to parents and alumni for only viewing selective data shall not be counted as users for the payment purposes.
- ii. Final prices as per the contract (that will be signed after Technical and Financial Bid evaluation) will remain constant for three calendar years from the submission of first monthly bill. Rates thereafter shall be negotiated during the last quarter of the contract.
- iii. All updates to the solution will be provided to MAC at free of cost over this three year period. However, MAC reserves the right to terminate the contract by giving three months notice. In case of termination, the party shall provide access to raw data along with copy of data in MS Excel format to the Institute.
- iv. The solution shall be compatible with the current available infrastructure of the Institute and Institute will not be required to augment, update or procure any new hardware for implementing or operating the solution provided under this contract.
- v. Cost of any new facility / module, not included in this contract but made available by the vendor at later date, shall be separately negotiated and finalized.
- vi. Octroi, Service tax and any other taxes shall be paid separately as actual and same should be included in the offer.
- vii. All the pages of EOI submitted by the bidder must be signed in original. There should not be any overwriting or correction in the bid submitted.
- viii. In all matters of dispute relating to this Contract, the decision of the College shall be final and binding upon the bidders. The Principal reserves the right to accept or reject any bid without assigning any reason thereof.

Principal
Maharaja Agrasen College

Structure & Organization

1.	Name & Address of the applicant:	
2.	Telephone No. Fax No. Email Id	
3.	Legal status of the applicant: (Individual / Proprietary firm / Partnership Firm) (attach copies of original document defining the legal status)	
4.	Particulars of registration with various Government bodies (attach attested photocopy)	
5.	Name and Titles of Director & Officers with designation to be concerned with this work:	
6.	Designation of individuals authorized to act for the organization	
7.	Was the applicant ever required to suspend assignment for a period of more than six months continuously after you commenced the assignment? If so, give the name of the project and reasons of suspension of work.	
8.	Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.	
9.	Has the applicant, or any constituent partner in case of partnership firm, ever been debarred / black listed for tendering in any organization at any time? If so, give details.	
10.	Has the applicant or any firm's partner in case of partnership firm, ever been convicted by a court of	

	law? If so, give details	
11.	Any other information considered necessary but not included above.	

Signature of Applicant(s) with date & seal

Details of college automation work of similar nature of assignment completed during the last three years

S. No.	Description	Project Detail
1	Name of work/project and Location	
2	Mention the project objectives, details of solution implemented and benefits accrued to the customer organization	
3	Name & Address of Employer/organization	
4	Cost of work in Rs.	
5	Complexity of the task (modules, etc.)	
6	Complexity of the database (size, etc.)	
7	Date of commencement as per contract	
8	Stipulated date of Completion	
9	Actual date of completion	
10	Litigation/arbitration pending/in progress with details*	
11	Name and address/email and telephone number of officer to whom reference may be made.	
12	Remarks	

* Indicate gross amount claimed and amount awarded by the Arbitrator

Signature of Applicant(s) with date & seal

Performance report of college automation work

1. Name of work/Project & Location
2. Agreement No.
3. Estimated Cost
4. Tendered Cost
5. Date of start
6. Date of completion
 - a. Stipulated date of completion
 - b. Actual date of completion
7. Amount of compensation levied for delayed completion, if any.
8. Performance Report
 - a. Quality of work Very Good / Good / Fair / Poor
 - b. Financial soundness Very Good / Good / Fair / Poor
 - c. Technical Proficiency Very Good / Good / Fair / Poor
 - d. Resourcefulness Very Good / Good / Fair / Poor
 - e. General Behavior Very Good / Good / Fair / Poor

Date:

Signature of the client with seal