



Devi Ahilya University, Indore

Nalanada, Campus, R.N.T. Marg, Indore

Phone: 0731-2527532, <https://www.dauniv.ac.in>

No. DAVV/CC/2021-22/1

Date: 25/10/2021



**DEVI AHILYA VISHWAVIDYALAYA,
NALANDA CAMPUS, RNT MARG, INDORE 452001**

Computer Center

No. DAVV/CC/2021-22/1

Dt: .25/ 10/2021

Online tenders are invited under two bid system (Technical and financial) for Software Development and AMC for Examination Results Processing for DAVV. The tender documents may be downloaded on payment of Rs. 2000/- at <https://www.mptenders.gov.in> (main portal) and can be seen at website www.dauniv.ac.in/tenders.php

REGISTRAR

**RFP for Software Development and AMC for Examination
Result Processing System for DAVV, Indore**

Tender Id : DAVV/CC/2021-22/1

DEVI AHILYA VISHWAVIDYALAYA (DAVV), INDORE

**Name of Work : Software Development and AMC for Examination Results
Processing for DAVV**

Sr.No.	Events	Date and Time
1.	Uploading/Publication of Tender Document	26/10/2021 by 1600 hrs.
2.	Downloading of Tender Document through website https://www.mptenders.gov.in/	28/10/2021 by 1030 hrs.
3.	Pre-Bid Meeting	09/11/2021 by 1130 hrs .at Registrar Office, Nalanda Campus, DAVV, RNT Marg, Indore
4.	Last date of bid submission	22/11/2021 by 1600 hrs.
5.	Technical bid opening	23/11/2021 by 1500 hrs.
6.	Financial Bid opening	Date will be notified on University website www.dauniv.ac.in
7.	Bid Security / Earnest Money Deposit (EMD).	INR Rs.1,50,000.00 (Rs. One Lacs fifty thousand Only) is to be paid Online. The bidder is required to upload the scanned copy of their e-transaction details.
8.	Tender Fee	INR Rs. 2,000.00 (Rupees Two Thousand Only) + GST is to be paid online. The bidder is required to upload the scanned copy of their e-transaction details.

Amendment of RFP Document

At any time till one day before the deadline for submission of Bids, DAVV may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by amendment. All the amendments made in the document would be informed through the **DAVV Website**. All such amendments shall be binding on all the Bidders. The Bidders are also advised to visit the aforementioned website on regular basis for checking necessary updates. DAVV also reserves the rights to amend the dates.

Registrar, DAVV

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QUALIFICATION CRITERIA

This Invitation to Bid is open to all entities meeting or exceeding all of the following minimum Qualification criteria. Bidders failing to meet any one of the qualification criteria as mentioned below or not submitting requisite supporting documents/ documentary evidence for supporting qualification criteria are liable to be rejected summarily.

Sr. No.	Clause	Documents Required
1.	The bidder should be a company registered under the Companies Act, 1956 / Firm registered under the Indian Partnership Act, 1932 or under the Limited Liability Partnership Act or Proprietorship Firm. The Bidder should have been in commercial operations for a period of at least 5 financial years in India. The Consortium shall not be entertained	Certificate of Incorporation/ Registration. <ul style="list-style-type: none"> Self-Certification of being in business for the last 5 years should be attached. Memorandum of Association/ Partnership deed in case of Partnership firm / Proof of Registration, in case of LLP firm or Proprietorship Firm.
2.	The Bidder should have a valid GST Registration Number and PAN Card.	Certificate of GST Registration Number and PAN Card of Bidding Firm
3.	Bidder should have an annual turnover of at least Rs.5.00 Crores in each of the preceding three Financial years (i.e. 2017-18, 2018-19, 2019-20) Turnover should be from software development and data processing activities. Turnover from sale of computers, licensed software and other hardwares will not be considered.	<ul style="list-style-type: none"> Audited Balance sheets. Statutory Auditor Certificate of the Bidder or Certificate from the Chartered Accountant clearly specifying the turnover for the specified years.
4.	As on date of submission of the proposal, the Bidder is neither blacklisted by Central Government / State Government or instrumentalities thereof nor any criminal case against the Bidder / Its Partners / Directors / Agents is pending before any court of Law	Affidavit from the Authorized Signatory to the effect that the Bidder is neither blacklisted by Central Government / State Government or instrumentalities thereof nor any criminal case against the Bidder / Its Partners / Directors / Agents is pending before any court of Law
5.	Bidder's net worth as on 31 st March 2018 should be minimum Rs.2.50 Crores and they should be Continuous profit making for last 5 years.	A certificate from Chartered Accountant shall be submitted.

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Sr. No.	Clause	Documents Required
6.	Bidder should have staff strength of minimum 100. Out of which, minimum 20 should be experienced software developers who should be either MCA / B.E. (Computer Science / IT), M.Sc. (Computer Science/IT)	<ul style="list-style-type: none"> • Certified list of employees with their qualification and experience. • List of software developers to be submitted by the bidder along with their experience and number of years of experience
7.	Bidder should be CMMI Level 3 Company for software development.	Enclose CMMI Level 3 Certificate
8.	a) During last 5 years, Bidder must have experience of results processing of at least 3 state owned Universities or b) Must have developed complete result processing software and have run it in at least one state owned University for 3 years.	Enclose Successful Completion Certificate
9.	Bidder must have processed results of minimum 1 lac students in a year for any of the 3 years during last 5 years.	Enclose necessary Successful Completion Certificate

Note : Bidder shall attach all relevant documents as mentioned in the above table as appropriate annexure along with clear cut indexing of annexure showing the page no where the document has been provided.

Scope of Work

The University examination system has the following major works, which are divided into two phases (A) Pre-exam phase and (B) Post-exam phase.

(A) Major works in Pre-exam Phase

1. Enrolment Process/ Registration process
2. Master data Creation
3. Online submission of Examination Forms
4. Bank Reconciliation
5. Roll List preparation
6. Statistics required for Conduct of Exam
7. Feeding of Internal Awards

Note: These works are carried out by MPONLINE (an e-Governance initiative of Madhya Pradesh Government) and are not included in the scope of work. They are mentioned here for reference only.

(B) Major works in Post-exam Phase

8. Feeding of theory Awards
9. Final Validation of Data
10. Result Preparation
11. Revaluation/ Re-totalling /Review
12. Supplementary / ATKT Exam
13. Back up data storage

Note:

1. The developed System / Software should cater to the needs of all above modules mentioned in (B). (Sr. No. 8 to Sr. No.13)
2. Currently, the university examination system includes three categories (i) yearly examination for under graduate courses, (ii) semester examination for all Postgraduate and some undergraduate courses

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(iii) yearly examination for undergraduate courses under New education policy 2020 (NEP 2020) for students admitted in academic session 2021-22. The scheme of NEP2020 will be prescribed by the department of Higher Education, Government of Madhya Pradesh, Bhopal.

- 3. The developed system/software should have the provision of result processing of all the three categories.**

The brief description of the activities involved in the above modules is given below:

The following description of activities of pre-exam phase(Sr. 1 to Sr. 7) are carried out by MPONLINE and mentioned here for reference only and not included in the scope of work.

1. Enrolment Process/Registration Process

System is designed for online submission of enrolment form. This is mainly for 1st year students. If they are regular students then their data would be taken from the government portal and will be displayed while submitting online enrolment form. In case of private students, the blank form will be displayed which, will be filled completely by the student. After last date of online submission, software will arrange the data college wise, examination wise in alphabetical order. Enrolment number will be allotted to every student as per the system prevailing in the University.

Once the enrolment number is allotted, the complete details of the students along with enrolment number will be displayed on internet and students will be able to take print out of the same for their permanent record.

Parallely, student will take print out of the enrolment form and will submit the same to the University through college along with all necessary enclosures. Software will have provision to print enrolment register for permanent record of the University. Colleges are required to approve list online.

System has provision for making amendment in the enrolment data of student. However, amended enrolment sheet will again be submitted to the University with enclosures for verifying the amended data.

2. Master Data Creation

System has provision for creating the master data of the following:

- i. Scheme of all the examinations to be conducted in a particular year/ semester.
- ii. College master along with capacity of candidates who can be adjusted for examination in that college.
- iii. Scheme wise exam fee structure.

3. Online Submission of Examination Forms

System has provision for accepting examination form online. Once data of student is filled online, there is a provision for submission of examination fee. Once the fee is deposited then only the data will be created. While taking the data of examination form, system validates the combination of subjects

Which can be offered in a particular examination. Invalid combination of subjects is rejected by the system. The demand for examination fee is automatically generated. In case of ATKT or supplementary candidates, carry forward marks are automatically taken from the previous year's file.

Online submission of form has provision for taking photograph of the students.

System has provision for printing of examination form for the student. Also, system prints the receipt of the fee paid through online mode.

System has provision to allow students with special permission to submit from only listed students.

System has provision to approve forms online by forwarding college/centre.

4. Bank Reconciliation

System generates summary of total amount collected and thereby bank reconciliation takes place regularly.

5. Roll List Preparation

System generates MIS as per the university requirements, showing the number of students applied in each category. Roll list is printed along with photograph of the student as per University format.

6. Conduct of Exam

Once roll numbers have been allotted, system generates following:

- i. Roll list is printed for use of University staff.
- ii. Numerical returns for planning purposes.
- iii. Once roll numbers and centres are allotted, system generates the following:
 - a. Admit card to be displayed on internet along with photograph for each student. The same will be printed by the student.
 - b. Attendance Sheet to be printed by the each examination centre /college by downloading it to for getting daily attendance of the students.
 - c. Required Packet Summary for sending papers at each centre.

7. Feeding of Internal awards

System generates the college wise required student list for feeding practical and sessional marks for online submission to the university. Parallely college also feed physical sheets of awards to the University for verification purpose

8. Feeding of Theory awards

Once roll lists are complete, system shall generate foil and counter foil. Feeding of awards is possible in any one of the following ways. Software should have provision for accepting awards in any of the following ways.

- i. Conventional foil and counter foil where roll number will be printed by the system and awards will be filled manually by the valuer. Data entry will be done from these documents.
- ii. Consolidated OMR sheets should be printed by the system. In foil and counter foil of OMR sheet of theory examination, 25 roll numbers will be printed while for practical foil and counter foil, 20 roll numbers along with name of students will be printed. The system should have provision for direct reading of these OMR sheets by OMR scanners and validate accuracy of the awards.
- iii. There can be OMR sheet on every answer book. There will be 3 portions (A, B and C Part) of this OMR sheet which will be filled by student (A Part) and examiner (B & C Part). The system should have provision for reading A & B Part separately, validating the complete data with roll list and also generating total awards.

- iv. Online submission of awards of theory/practical/ sessional paper by the valuer/College. Each valuer will be given a unique login id and password for feeding the awards against all roll numbers displayed. Awards will be fed 2 times by the valuer, once in the foil and second time in the counter foil.

University may adopt any one of the 4 possible ways as mentioned above or combination of the above methods.

MIS should be available all the time to display the number of awards received against the awards desired in each examination. This MIS should help the University in following up the valuer for feeding the awards at the earliest.

8. Final Validation of Data

Once awards of an examination are complete, system will compare the roll list data and awards. Before finalization of the results, system should have final stage of validation which would highlight the following:

- i. Duplicate awards in a paper for a roll number.
- ii. Subject / Paper offered but awards not received.
- iii. Awards available in subject / paper but not offered as per roll list.
- iv. Awards are in more subjects as compared to the scheme.
- v. Previous year marks not available in roll list (to be checked for all examinations other than 1st year).
- vi. Awards obtained are more or equal to maximum marks of the papers.
- vii. Marks obtained for a roll number but roll list data not available.
- viii. Total number of subjects offered + carry forward marks do not match with total subjects as per scheme.
- ix. If carry forward marks are available then status should be either supplementary or ATKT.

At this stage, following provisions will also be there in the system:

- i. If valuation by mistake is done by taking some other maximum marks (other than the scheme) then software will have provision for increasing or decreasing of the awards proportionately as per scheme.
- ii. If depending on the decision of the examination committee, awards are required to be increased by some percentage or by fixed number for any paper, system will have provision to do the same.
- iii. For taking decision for the above, system should provide the summary, which will show paper wise percentage of failure.

9. Result Preparation

Once the data is validated and necessary amendments are done, system will have software for taking decision of each and every student and will arrange data in tabulated form. System should have provision for printing of the following as per existing University format:

- i. Tabulation Chart
- ii. Result Sheet
- iii. Press Release
- iv. Statistical summary
- v. Mark-sheet
- vi. List of top 25 students
- vii. List of top 5 students in each subject
- viii. List of candidates whose results are withhold with reasons
- ix. Roll list of supplementary / ATKT students along with carry forward marks. At this stage system will provide the following :

- Results will be displayed on internet.
- SMS will be given to all the students regarding their result and total marks obtained.
- There will be provision for printing of provisional mark-sheet by internet data by students.

10. Revaluation / Re-totalling /Review

After results are declared, some of the students may apply for revaluation / re-totalling of their answer book. System should have provision for the following:

- i. Online acceptance of revaluation /retotalling form along with submission of fee.
- ii. Generation of exam wise, paper wise, roll number wise list of students applied for revaluation / re-totalling/review etc.
- iii. After valuation by 2/3 examiners, decision will be taken as per the ordinance and same will be declared on internet.

The result of revaluation / re-totalling/ review will be superimposed on main examination result.

11. Supplementary/ATKT Exam/Special Exam

There will be a separate examination for partial failed students who got supplementary / ATKT. Once again system should have provision for online submission of forms, submission of fee, processing of the results and finally declaration. The final data of supplementary / ATKT/ Special exam shall be superimposed on the main data.

12. Backup data storage

Once the complete process of examination is complete, the following should be completed:

- i. Back up should be taken on a hard disk of all examination's data for permanent record.
- ii. Data file creation shall be done by the system for next year as some of the students will go for next year/ semester while some of the students will appear for the same examination next year. These data will be required next year while filling the examination form.
- iii. At this stage, system will also generate the data for Degree printing.

General Terms & Conditions

1. Bidding Agency should have its own qualified software developers for development of software for DAVV. Hiring of third party personnel shall not be permitted.
2. Head Computer Centre of DAVV will provide all necessary support and data for developing the software and its testing.
3. The Service Provider whose bid is accepted will have to start the work within 15 days from the date of issuing of the work order. The Service Provider shall, however, have to start its office in the premises of DAVV. This period will not be extended in normal situation.
4. The Service Provider shall suggest DAVV about cloud server and software requirement suitable for the application software. The Cloud resources shall be arranged by the Service Provider during software development and testing Phase at its own cost. While the same cloud services on payment will be continued by DAVV after user acceptance test and once the application software is put into use.
5. Advance of any kind shall not be paid to the Service Provider for execution of the contract. The Service Provider shall develop the software at its own cost and no upfront payment for the software shall be made to the Service Provider. The payment terms will be followed as per the terms mentioned in this tender document.
6. In case of any operational fault of software, the same shall be rectified within maximum 12 hours so that work of DAVV is not hampered. Failing this the bidder is liable to penalty
7. Delay will be calculated from the date and time of registering the fault with the Successful vendor. Any fault should be attended immediately. Failure to maintain above dead line would result in penalty of Rs. 1000/- per hour.

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8. Software shall become the property of DAVV once it is tested on live data, implemented and all documents submitted. Normally, the handholding time is one year.
9. Source code shall be provided by the Service Provider to the DAVV's authorized officer with complete documentation. It shall be provided once after the development is complete and officially accepted by DAVV. Thereafter, the document (architecture, SRS, design and operational manual) will be handed over to DAVV. after every amendment with progressive amendment numbering.
10. The technology to be used ASP .Net and MS SQL (latest version) by the successful bidder. Details should clearly have mentioned in Annexure M.

Software Development should be completed in six months' time. During six months, various sub-modules shall be tested with live data.

11. It is to be noted that Phase 1 includes software development, testing, implementation and operational support for one year. In the operational support the vendor will provide two operations in charge and twelve Data Entry Operators for successfully using the software after its implementation.
12. During design and development of the software, the Service Provider shall arrange training program for DAVV staff. For training, space and other infrastructure will be provided by DAVV while training material will be provided by the Service Provider.
13. Tender should not be sub-let to any other Service Provider and must be executed by the staff of Service Provider at bidder's premises and finally at DAVV premises.
14. After the completion of phase 1, the Service Provider will have to maintain software for five years in Phase 2. For these five years, the Service Provider shall quote AMC charges separately and during these five years, two operations in charge and twelve Data Entry Operators will be arranged in DAVV. DAVV may require the additional manpower of various categories during the contract period for their day-to-day operations. The bidder will have to provide the same on additional payment basis.
15. The complete manpower provided by the Service Provider will be governed by all labour laws in any case (i.e. in Phase 1 and Phase 2). The responsibility of their legal payments (such as PF, ESIC/ Medical, Bonus, Gratuity etc.) will be of Service Provider. Service Provider will give sufficient proof of the same to DAVV. There will not be any obligation on DAVV part about any legal payments or service conditions of manpower provided by the service provider.

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16. TDS will be deducted at source by DAVV in accordance with the rules applicable from time to time for the services provided by the Service Provider. The rates quoted by the Service Provider shall exclude GST. The same will be paid extra. Any tax levied by Central and/or State Government after the date of submission of bid shall also be paid extra.
17. A written agreement will be made between DAVV and the Service Provider within 15 days of receiving order along with the submission of performance guarantee. The amount of performance guarantee will be 10% of the ordered value. The agreement period will include the period of Phase 1 and Phase 2. Hence, the performance guarantee must be valid till completion of phase 2.
18. The Service Provider shall require to sign non-disclosure agreement with DAVV for not exposing sensitive and confidential data to anyone.
19. In case of dispute, the decision of the Vice Chancellor of DAVV shall be final and binding.
20. All disputes shall be subject to Indore judiciary.
21. The short listing of vendor in financial bid will be based on sum of amount quoted in serial number 1 and serial number 2 of financial bid.

Payment Terms

1. **Part I:** The developed software will be tested on previous year's data and current month's live data. After successful testing of the software, the 50% payment of ordered amount in phase 1 will be released to vendor as per university norms.
2. **Part II:** After successful implementation of software and services in DAVV and operating it successfully for one year, remaining 40% payment of ordered value in phase 1 will be released to vendor. During this period the vendor will be required to provide operational services and maintain the software.
3. **Part III:** Remaining 10 % payment of ordered value in phase 1 will be released to vendor after one year of release of payment mentioned in part II. During this period the vendor will be required to provide operational services and maintain the software.
4. AMC payment will be paid on quarterly basis during Phase 2.

Instructions to Bidder

- a. Other details can be seen in the complete tender documents available on e-portal <http://www.mptenders.gov.in> and DAVV website.

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- b. Tender documents can be purchased only online and download from main portal <http://www.mpeproc.gov.in> by making online payment for the prescribed non-refundable tender document fees. Only in case if the tender is dropped without opening, the tender fees shall be refunded after deduction of necessary portal charges. Manual purchase of tender is not allowed. It is mandatory for all the bidders to pay tender document fees to participate in tender.
- c. The bid data should be filled in and the bid seals of all the envelopes and the documents which are to be uploaded by the bidders should be submitted online up to as per time schedule (Key Dates).
- d. The relevant portion of tender which tenderers have to fill online would be available on above website on date mentioned against each tender. The DAVV reserves the right to reject any or all the tenders or accept any tender in full or part as considered advantageous to the DAVV, whether it is lowest or not, without assigning any reason whatsoever it may be.
- e. Since the online bidders are required to sign their bids online using class III – Digital Certificates only, hence they are advised to obtain the same at the earliest. For further information, bidders are requested to contact Madhya Pradesh State Electronic Development Corporation Ltd, State IT Centre, 2nd Floor, 47-A, Arera Hills, Bhopal-462011, Telephone No. 0755-2518500 / 269, E-mail: brahme@mpsedc.com Toll Free No.18002748484,
- f. Bidders intending to participate in the Tender are required to get themselves trained on the e-Procurement System. They are required to contact the Service Provider-M/s Tata Consultancy Services Limited to confirm their session in advance.
- g. The required amount of EMD shall be paid Online.
- h. No offer will be accepted without valid Earnest Money Deposit. If on opening of tender, it is revealed that EMD amount is inadequate / any other discrepancy is noticed, the tender shall be rejected and returned to the tenderer.
- i. The corrigendum or addendum to the bidding documents, if any, as well as any change in due date(s) of opening of tender will be published on the DAVV's website but will not be published in newspaper. Hence participant bidders are advised to regularly visit the websites until the bid opening. The DAVV shall not be responsible in any way for any ignorance of the bidders about the corrigendum or addendum or change in the due date(s).

Authentication of Bid

The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Agreement. All pages of the Bid, shall be initialled and stamped by the person or persons signing the Bid.

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Validation of interlineations in Bid

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.

Cost of Bidding

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 DAVV to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the Bid process. This RFP does not commit DAVV to award a Contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of Contract.

Language of Bids

The proposal and all correspondence and documents shall be written in English. In case of accompanying literature or brochures etc. being in a language other than English, a certified translation should accompany the documents as a part of the RFP.

All proposals and accompanying documentation will become the property of DAVV and will not be returned.

Documents Comprising the Bids

The Proposal shall have Two Cover System for this RFP:

- i. TECHNICAL BID
- ii. FINANCIAL BID

The technical Bid submitted by the Bidder shall comprise scanned copy of e-transction for payment of EMD, signed tender document and number of formats and Annexures given in this tender document. The information to be filled in the given formats.

Format 1	Proposed Covering Letter
Format 2	General Information about the bidder
Format 3	Affidavit of company's / firm's representative that bidder is not black listed.

Annexure A	Certificate of Incorporation / Registration
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	Memorandum of Articles and Association/ Partnership etc.
Annexure B	GST Registration Certificate
Annexure C	PAN Card
Annexure D	Audited Balance Sheet of past three financial years (2017-18, 2018-19, 2019-20)
Annexure E	C.A. Certificate of turnover of last 3 years
Annexure F	C.A. Certificate of Net worth as on 31 st March 2020
Annexure G	Certified list of employees with their qualification and relevant experience.
Annexure H	Self certified list of minimum 20 software developers along with their qualification and experience.
Annexure I	CMMI Level 3 Certificate
Annexure J	Experience Certificate of 3 State Owned Universities as mentioned in Para 8 of Qualification Criteria
Annexure K	Experience Certificate from one state owned university as mentioned in para 9 of qualification criteria.
Annexure L	A brief note on technology to be used for application software

Both Technical & Financial Bid to be submitted online through e-procurement portal to

The Registrar,
Devi Ahilya Vishwavidyalaya,
Nalanda Campus, R. N. T. Marg,
Indore (M.P.), India Pin- 452 001

Bidders shall furnish the required information on their Qualification and commercial strengths in the enclosed formats only. **Any deviations with respect to this may make the Bid liable for rejection.**

Bid Prices

a. The Bidder shall indicate the price in the prescribed format, it proposes under the Agreement. In absence of above information as requested, the Bid may be considered incomplete and be summarily rejected. The price components furnished by the Bidder in accordance with format provided in the RFP will be solely for the purpose of facilitating the comparison of Bids by DAVV.

b. The Bidder shall prepare the Bid based on details provided in the RFP. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by DAVV.

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The Bidder shall carry out all the tasks in accordance with the requirement of the RFP and due diligence and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP. If during the course of execution of the Project any revisions to the work are to be made to meet the goals of DAVV, all such changes shall be carried out within the current price.

c. The Bidder shall quote a fixed price as detailed in the RFP on a single responsibility basis. No adjustment of the Agreement price shall be made on account of any variations in costs of labor and materials or any other cost component affecting the total cost in fulfilling the obligations under the Agreement. The payment based on commercial proposal of the Bidder shall be the only payment, payable by DAVV to the selected Bidder for completion of the contractual obligations by the selected Bidder under the Agreement, subject to the terms of payment specified in the Agreement.

d. The prices, once offered, must remain fixed and must not be subject to any escalation for any reason whatsoever within the period of Project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

Bid Currencies

Prices shall be quoted in Indian Rupees (INR).

Bidder Qualification

a. The "Bidder" as used in the RFP shall mean the one who has signed the Bid Form. The Bidder may be either the Principal Officer or his duly Authorized Representative, in either cases he/she shall submit a Certificate of authority. All Certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative and the Principal Officer.

b. It is further clarified that the individual signing the RFP or other documents in connection with the Bid must certify whether he/she signs as the Constituted Attorney of the Company.

Bid Security (Earnest Money Deposit)

a. Bidders shall submit, along with their Bids, Bid security or Earnest Money Deposit (EMD) of INR **Rs.1,50,000.00 (Rs. One Lac fifty thousand Only) is to be paid Online**. EMD in any other form will not be entertained.

b. The EMD of all unsuccessful Bidders would be refunded by DAVV without any interest on completion of contract agreement and bank guarantee submitted by the successful bidder. The Bid security, of the successful Bidder would be returned after submission of performance security.

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c. Bid without adequate Bid security/EMD shall be rejected without providing any opportunity to the Bidder concerned.

d. Forfeiture of Earnest Money Deposit (EMD):

The Earnest Money Deposit will be forfeited in the following cases, in addition to the conditions specified in the earlier clauses:

- a. If the Bidder withdraws the Bid after the last date and time of submission for any reason whatsoever;
- b. If the Bidder whose Bid has been accepted, fails to execute the Agreement and/or submit the Performance Bank Guarantee within the time stipulated by the University, and
- c. If the Bidder adopts unfair practices to influence the outcome of the Bid process.

Bid Validity Period

- a. The proposals shall be valid for a period of Six (6) calendar months from the date of submission of Bids. A proposal valid for a shorter period may be rejected as nonresponsive. On completion of the validity period, unless the Bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his proposal.
- b. In exceptional circumstances, at its discretion, DAVV may solicit the Bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by email.

Modification and Withdrawal of Bids

No proposal may be modified / withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the proposal form. In case the Bidder wishes to withdraw the Bid after the date of opening of the bids he may do so, but the EMD of the Bidder shall be forfeited.

Opening of Bids

Opening of Technical Bid

The Online Bid shall be opened in the presence of Bidders' representatives who choose to attend the Bid opening sessions on the specified date, time and address. The Bidders representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for DAVV the Bids shall be opened at the same time and location on the next working day or any further date convenient to DAVV and will be intimated to bidders.

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Evaluation of Technical Bid

- a. Tender Evaluation Committee [TEC] duly appointed by DAVV shall evaluate the Technical Bids.
- b. The evaluation shall be done for only those Bidders, whose EMD amount is in order as per the RFP.
- c. Bidders need to fulfil all the Qualification conditions mentioned in Qualification Criteria of the RFP. TEC will examine the Bids to determine whether they are complete, whether the Bid format conforms to the RFP requirements, whether documents have been properly signed, and whether the Bids are generally in order.
- d. Bids of Bidders whose Qualification proposal do not meet the set criteria shall be rejected forthwith.
- e. TEC may seek oral clarifications with the Bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the Bid Documents. The Committee may seek inputs from their professional, technical faculties in the evaluation process.
- f. Conditional Bids will be rejected.
- g. The decisions of the Tender Evaluation Committee on whether the tenders are responsive or non-responsive will be final.
- h. A Bidder, at any stage of tender process or thereafter, in the event of being found after verification by the Tender Inviting Authority, to indulge in concealment or misrepresentation of facts, in respect of the claims of the offer, shall be debarred/black listed and agreement / contract / LOI / work order will be cancelled.

Bids Not Considered for Evaluation

Bids that are rejected during the Bid opening process due to incomplete documentation or late receipt shall not be considered for further evaluation. The DAVV, in its discretion, reserves the right to reject all or any of the Bids without assigning any reason.

Criteria for Evaluation and Comparison of Technical Bids

- a. Bidders need to fulfil all the qualification conditions mentioned in Qualification Criteria of the RFP. Tender Evaluation Committee [TEC] will examine the Bids to determine whether they are complete, whether the Bid format conforms to the RFP requirements, whether documents have been properly signed, and whether the Bids are generally in order.
- b. The Bidder needs to strictly adhere to the formats provided in the bid document and provide information against each of the line items. Any non-conformance shall constitute a deviation from RFP conditions.

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- c. All relevant documentary proofs should be submitted along with the offer. Failure to submit the Documents along with the offer could result in disqualification of the Bid.
- d. All conditions mentioned in the qualification criteria should be met. If any of the condition not met will result in disqualification of the bid.

Opening of Financial Bids

- a. Only the Financial Bids of those companies/firms qualified in the detailed scrutiny and evaluation of the Technical bid conducted by the Tender Evaluation Committee / Tender Inviting Authority shall be opened in the second round.
- b. The Financial Bid shall be submitted in the format given in this document as Financial Bid Form. The Financial Bids submitted in any other formats will be treated as non-responsive and not considered for tabulation and comparison.
- c. The Price offered should be given strictly on the format given in the Financial Bid only.
- d. The financial bid offer should have detail of all payable taxes and GST etc.
- e. Financials Offered shall be in Indian Rupees.
- f. If the contract attracts any statutory deductions, the same will be deducted while settling the payment.
- g. There should not be any hidden costs.

Comparison of Financial Bids

- a. The commercial quote of the **Lowest** Bidder shall be notified as L1. In case L1 offers to execute the work as per the schedule and location specified in the RFP, the Tender Evaluation Committee [TEC] then shall have the rights to give the order to the L1. DAVV may award the contract to the Bidder whose Bid is found to be most responsive, competitive and technically sound.
- b. In case L1 backs out, it shall be blacklisted from participating in any future bidding of DAVV / Government of Madhya Pradesh projects and are liable for legal action by DAVV / Government of Madhya Pradesh. In such case, university may negotiate with L2 to work on L1 rates and if L2 found suitable the contract may be awarded to L2.

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Negotiation

Normally, there would be no post RFP negotiations. If at all negotiations are warranted, it would be only under exceptional circumstances and DAVV shall reserve the right to negotiate with the Bidder based on the evaluation of the proposals.

Rectification of Errors

a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the proposals are opened. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.

b. Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

Contacting DAVV

a. No Bidder shall contact the DAVV on any matter relating to its Bid, from time of opening to the time the work is awarded. If the Bidder wishes to bring additional information to the notice of the RFP Issuing Authority, the same should be done in writing to DAVV. The RFP Issuing Authority reserves the right to decide whether such additional information should be considered or otherwise.

b. Any effort by a Bidder to influence the RFP Issuing Authority in its decision on Bid evaluation, Bid comparison or contract award may result in disqualification of the Bidder's Bid and also forfeiture of his Bid security.

DAVV Right to Accept Any Bid and to reject any or All Bids

i. DAVV reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of work, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for DAVV's action.

ii. Canvassing in any form in connection with the tender is strictly prohibited and will disqualify the Bidder.

iii. Bid(s) will be rejected, if technical specifications offered by the Bidder in the Technical Specification differ from what is quoted in the Financial

iv. If the Bidders form a cartel. In such a situation, they would disqualify themselves from participation in any Bid invited by the DAVV for three years.

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Notification of Award

a. The DAVV may award the contract to the Bidder whose Bid is found to be most responsive, competitive and technically sound. The decision of the DAVV in this regard shall be final and binding on the Bidder(s). The DAVV, however, in its discretion, reserves the right to reject all or any of the Bids without assigning any reason.

b. Purchase Order / Award of Contract (AOC) may be issued only after execution of the Agreement and submission of the Performance Bank Guarantee.

Notification to Bidder

Prior to the expiry of the Bid validity period, DAVV will notify the successful Bidder in writing or by email, to be confirmed in writing by letter (LOI), that its proposal has been accepted. The notification of award will constitute the formation of the Agreement. Upon the successful Bidder's furnishing of performance security, DAVV will promptly notify each unsuccessful Bidder and return their EMD.

Signing of Agreement

At the same time as DAVV notifies the successful Bidder that its proposal has been accepted and DAVV shall enter into an Agreement with the successful Bidder.

Discharge of Bid Security

Prior to signing of the Agreement, DAVV shall promptly request the Selected Bidder to provide Performance Guarantee. On receipt of the Performance Guarantee, the Bid security of all unsuccessful Bidders will be released. The EMD amount of successful bidders will also be returned.

Expenses for the Agreement

The incidental expenses of execution of Agreement/Contract shall be borne by the successful Bidder.

Failure to abide by the Agreement

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DAVV may forfeit the EMD/ Performance Bank Guarantee. The contract will then be awarded to the next Bidder or will start the process of Re-Tendering.

Bank Guarantee for Performance

a. The successful Bidder shall at his own expense may deposit with DAVV, within 15 (fifteen) days after the receipt of notification of award of the Contract (Letter of Intent) from DAVV, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized Scheduled Bank acceptable to DAVV, in the format prescribed in for the due performance and fulfilment of the Agreement by the Bidder.

b. This Performance Guarantee shall be for an amount equivalent to **10%** of Agreement value. All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Guarantee shall be borne by the Bidder. The Performance Guarantee shall be valid for six months post completion of the contract

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period. Subject to the terms and conditions in the performance Bank Guarantee, at the end of 6 months of completion of contract, the Performance Bank Guarantee may be discharged/ returned by DAVV upon being satisfied that there has been due performance of obligations of the Bidder under the Agreement. However, no interest shall be payable on Performance Guarantee.

c. The Performance Guarantee may also be submitted as Demand Draft/Banker's Cheque from a Scheduled Bank.

Rejection Criteria

a. The proposal of a Bidder is liable to be disqualified in the following cases or in case Bidder fails to meet the bidding requirements as indicated in this RFP:

- i. Proposal not submitted in accordance with the procedure and formats prescribed in this document.
- ii. During validity of proposal, or its extended period after last date and time for submission of Bids, if any, the Bidder increases the quoted prices.
- iii. The Bidder qualifies the proposal with his own conditions.
- iv. Proposal is received in incomplete form.
- v. Proposal is received after due date and time.
- vi. Proposal is not accompanied by all the requisite documents.
- vii. Information submitted in qualification proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the Agreement (no matter at what stage) or during the tenure of Agreement including the extension period, if any.
- viii. Bidder tries to influence the proposal evaluation process by unlawful means at any point of time during the Bid process.
- ix. In case any Bidder submits multiple proposals or if common interests are found in two or more Bidders, the Bids are likely to be disqualified, unless additional proposals/Bids are withdrawn immediately upon conflict of interest.
- x. Bidder fails to deposit the Performance Guarantee prior to signing of the Agreement or fails to enter into an Agreement within 15 working days of the date of Letter of award of Contract (LOI) or within such extended period, as may be specified by DAVV.

b. Bidders may specifically note that while evaluating the proposals, if it comes to DAVV knowledge expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the Bidders so involved are liable to be disqualified for this Contract as well as for a further period of three years from participation in any of the tenders floated by the DAVV.

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- c. DAVV will reject a proposal for award if it determines that the Bidder recommended for award, or any of its personnel, or its agents or, Vendors and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the Contract in question;
- d. The Technical Specification Compliance sheet / Technical Datasheet / Leaflet / Brochure not matched to the specification mentioned in Commercial Bid i.e. BOQ.

Income Tax and Indirect Tax Liability

The Bidder and Personnel shall pay such direct and indirect taxes, duties including import duties, fees and other impositions levied under the Applicable Laws in India.

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Format 1 – Covering Letter

To,
The Registrar,
DAVV,
Nalanda Campus, R. N. T. Marg,
Indore (M.P.), India Pin- 452 001

Date :

**Name of Work : RFP for Software Development and AMC for
Examination Results Processing for DAVV, Indore**

Dear Sir,

Having examined the complete RFP, we are sure to complete all the qualification criteria as mentioned in the RFP and are fully competent to undertake the project and are fully confident to complete the project in scheduled timeframe given.

We confirm that all the enclosures given in this tender document are true and correct to the best of our knowledge. The proposal includes all information necessary to ensure that the statements do not in whole or in part mislead the DAVV.

We also agree that you reserve the right in absolute sense to reject all or any of the services specified in the RFP response without assigning any reason whatsoever. It is hereby confirmed that I am entitled to act on behalf of our company / firm and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature (in the capacity of)

Duly authorized to sign the RFP response for and on behalf of:

(Name and Address of Company) Seal/ Stamp of Bidder

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Format 2 – General Information about the Bidder

Details of the Bidder		
1	Name of the Bidder	
2	Address of the Bidder	
3	Status of the Company (Public Ltd / Pvt. Ltd company registered under the Companies Act, 1956 / Firm registered	
	under the Indian Partnership Act, 1932 or under the Limited Liability Partnership Act)	
4	Details of Incorporation of the Company	Date:
5	Details of Commencement of Business	Date:
6	Valid GST Registration No.	
7.	Permanent Account Number (PAN)	
8.	Name & Designation of the contact person to whom all references shall be made regarding this RFP	
9.	Telephone No. of <ul style="list-style-type: none">• Office (with STD code)• Contact Person (Mobile)• Name of Alternate Contact Personal with Mobile No.	<div>.....</div> <div>.....</div> <div>.....</div>
10.	Email of the contact person:	

Signature (in the capacity of)

Duly authorized to sign the RFP response for and on behalf of:

(Name and Address of Company) Seal/ Stamp of Bidder

**RFP for Software Development and AMC for Examination
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Format 3 – Declaration Regarding Clean Track Record

To,
The Registrar,
DAVV,
Nalanda Campus,R. N. T. Marg,
Indore (M.P.),India Pin- 452 001

Date :

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document. I hereby declare that my Company as on date of submission of the proposal is neither blacklisted by Central Government / State Government or instrumentalities thereof nor any criminal case against the Bidder / Its Partners / Directors / Agents is pending before any court of Law. I further certify that I am competent officer in my Company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Address:

(This declaration should be made on Company's/Firm's letterhead)

**RFP for Software Development and AMC for Examination
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Financial Proposal

**Name of Work : RFP for Software Development and AMC for
Examination Results Processing for DAVV, Indore**

Name of Vendor Firm:-----

Address :-----

Sr. No.	Description	Qty.	Unit	Rate in Rs.	Amount in Rs.
1	Development, testing & Implementation of Software and operational support for one year as mentioned in Phase 1	1	Lump sum		
2	Annual Maintenance Charges for smooth running of software for specified Scope of Work as mentioned in phase 2	20 Quarters of 3 months each	Per quarter		
	Total Sr. No. 1+2				
3	Additional manpower rates if required by DAVV during AMC period i. Operations Incharge ii. Data Entry Operator	1 1	Per person per month		

Signature /DSC Authority Name :-----

Note:

1. While quoting the rates above, the Service Provider / IT Company should clearly understand that the rates quoted in financial bid should take care of following:
 - a. Service Provider will provide required number of software developers during Phase 1 so that software is ready within the scheduled period.
 - b. Annual maintenance charges will include the charges of software maintenance and operational staff as mentioned in serial number 2 of above table.
 - c. Evaluation of financial bid will be done on the basis of total(Sr.No1 + Sr.No2)

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2. The rates quoted above should be inclusive of all taxes. However, GST will be paid extra. GST rates as will be applicable at the time of billing.
3. Documentation will be provided by Service Provider to DAVV with no additional charges.
4. While quoting the rates, bidder should take care that the development work during Phase 1 will be completed in their own centre and will then be installed in DAVV. Similarly Cloud space will be arranged and paid by Service Provider during development phase

Registrar DAVV