
**Request for Proposal (RFP) for Selection of
System Integrator for Implementation of
“Integrated University Management Solution”
For
Odisha University of Health Sciences (OUHS)**

RFP REF NO: OCAC-SEGP-SPD-0012-2023-23106



ODISHA COMPUTER APPLICATION CENTRE

[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVERNMENT OF ODISHA]

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KEY EVENTS

Sl. No.	Events	Date, Time
1.	Start date of issue / sale of RFP document	14.11.2023
2.	Last date and time for Submission of Queries	21.11.2023 by 5 PM
3.	Pre-Bid Conference in VC mode	22.11.2023 at 12:00 Noon
4	Last date and time for Submission of Bid in Online mode	08.12.2023 by 12 Noon
5.	Opening of Pre-Qualification and Technical bids	08.12.2023 at 12:30 PM
7.	Technical Presentation on Approach & Methodology	To be intimated later
8.	Opening of Commercial bids	To be intimated later

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1. Request for Proposal

Sealed proposals are invited from eligible, reputed, qualified software solution providers for customisation and implementation of “Integrated University Management Solution” for Odisha University of Health Sciences (OUHS). This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

2. Structure of the RFP

This RFP document for customisation and implementation of “Integrated University Management Solution” for Odisha University of Health Sciences (OUHS) comprises of the following.

- a) Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 - i) General instructions for bidding process
 - ii) Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder’s suitability as the system integrator
 - iii) Commercial bid and other formats
- b) Functional Requirements of the project. The contents of the document broadly cover the following areas:
 - i) About the project and its objectives
 - ii) Scope of work
 - iii) Functional Requirements
 - iv) Project Schedule
 - v) Service levels for the implementation partner
 - vi) Timeline of Project implementation

The bidders are expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating bidder’s suitability to become the system integrator partner of OCAC for this project.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

3. Summary Information

3.1 About the Engagement

OCAC the Technical Directorate of E&IT Department, Government of Odisha on behalf of Odisha University of Health Sciences invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Development / System Integration firms (“Bidders”) for customisation and implementation of “Integrated University Management Solution” for Odisha University of Health Sciences (OUHS) as described in this RFP, “Terms of Reference”.

The period of engagement would be for a period of 5 years and 5 months.

Proposals must be submitted electronically through eNivida portal (www.enivida.odisha.gov.in) within last date and time mentioned in the Fact Sheet.

OCAC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

3.2 Project Profile

The objective of the proposed project is to efficiently and effectively manage various administrative, academic, and operational processes of OUHS. The proposed system aims to streamline and automate tasks, enhance communication and collaboration, and provide accurate and up-to-date information to all stakeholders. Here are some key objectives envisaged for implementation of the solution as follows:

1. **Academic Management:** The system should facilitate the management of academic programs, including course registration, scheduling, grading, and degree tracking programs run at university campus as well as affiliated colleges under the university. It should enable students to access course catalogs, register for classes, Time table, attendance, course coverage, and view their academic progress of the programs run at University Campus.
2. **Administrative Functions:** The system should automate administrative processes such as admissions, enrollment, student records management, financial aid, and billing. It should provide a centralized platform for managing these functions and allow staff to easily retrieve and update student information for both university campus students and affiliated college
3. **Faculty and Staff Management:** The system should support the management of faculty and staff information, including recruitment, onboarding, contracts, payroll, and performance evaluations of the courses run at university campus. It should also provide tools for faculty self-services to manage time table, attendance, mark entry, grading, and student communication.
4. **Communication and Collaboration:** The system should facilitate effective communication and

collaboration among students, faculty, staff, and administrators. It should include features such as email integration, messaging systems, discussion forums, and shared document repositories.

5. **Data Analysis and Reporting:** The system should generate comprehensive reports and analytics to support decision-making at various levels. It should provide insights into enrollment trends, academic performance, resource allocation, and other relevant metrics to help university management in planning and improvement efforts.
6. **Integration and Scalability:** The system should be designed to integrate with other university systems, such as library management, finance, and human resources. It should be scalable to accommodate the growing needs of the university and adapt to technological advancements.
7. **Security and Data Privacy:** The system should prioritize data security and privacy to protect sensitive information. It should implement robust security measures, user access controls, and comply with relevant data protection regulations.
8. **Student Support Services:** The system should provide support services to enhance the student experience, including access to academic advising, career services, counseling, and extracurricular activities. It should facilitate easy communication between students and support staff.
9. **Continuous Improvement:** The system should allow for feedback and suggestions from users to continually enhance its functionality and address emerging needs. Regular updates and improvements should be implemented based on user feedback and evolving requirements.

Overall, the objective of this university management system is to optimize administrative operations, enhance academic delivery, improve communication and collaboration, and provide a seamless experience for all stakeholders within the university community.

3.3 Major Stakeholders of the Project

The following are the major stakeholders of the project:

- Department of Health and Family Welfare, Government of Odisha along with its associated Directorate
- Higher Education Department, Government of Odisha
- Skill Development and Technical Education Department, Government of Odisha
- Government/Private Colleges/institutions those are offering various degrees/courses relating to Modern Medicine, Homeopathy, Ayurveda, Dental education, Mental Health, Pharmacy education, Nursing education, Education on Laboratory and Radiation Technology, Physiotherapy, and any other medical or paramedical courses
- Medical Council of India

- Odisha Computer Application Centre
- Dental Council of India

4. Instructions to the Bidders

4.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers regarding this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC based on this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the OCAC.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

4.2 Compliant Proposals/ Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP.
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.

4.3 Pre-Bid Meeting & Clarifications

4.3.1 Pre-bid Conference

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on **22.11.2023 at 12 Noon** in VC Mode (through Microsoft Teams).
- b) Link will be provided to the interested bidders on request through email to gm_ocac@ocac.in (with a copy to subrat.mohanty@ocac.in and kumar.pritam@ocac.in) by **5 PM of 21.11.2023**.
- c) The representatives of Bidders (restricted to two persons) may attend the Pre-bid meeting.

- d) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email (gm_ocac@ocac.in) with a copy to with a copy to subrat.mohanty@ocac.in and kumr.pritam@ocac.in by **5 PM of 21.11.2023**.
- e) The queries should necessarily be submitted in the following format (**Soft copy in MS Word or MS Excel file to be attached**):

Sl#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

- f) OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC.

4.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Nodal Officer notified by the OCAC will Endeavour to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders
- b. At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.enivida.odisha.gov.in , www.ocac.in or www.odisha.gov.in Any such corrigendum shall be deemed to be incorporated into this RFP.
- d. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

4.4 Key Requirements of the Bid

4.4.1 Right to Terminate the Process

- a. OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

4.4.2 RFP Document Fees

The bidder must furnish along with its bid required bid document fee amounting to **₹11,200/-** inclusive of GST @ 12% online through e-Nivida portal/or in shape of DD in favor of "Odisha

Computer Application Centre” payable at Bhubaneswar. Proposals received without or with inadequate RFP Document fees shall be rejected.

4.4.3 Earnest Money Deposit (EMD)

- a. Bidders shall submit, along with their Bids, EMD of INR. 12,00,000, in the shape of Demand Draft OR Bank Guarantee (in the format specified in Clause 9.7) issued by any scheduled bank in favor of Odisha Computer Application Centre” payable at Bhubaneswar, and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- b. The **local MSME** firms (those have **registered head offices within state of Odisha**) are exempted from furnishing EMD. However, they should furnish documentary evidence against submission of EMD.
- c. EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- d. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- f. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
 - If found to have a record of poor performance such as having abandoned work, having been blacklisted, having inordinately delayed completion and having faced Commercial failures etc.
 - The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP

4.5 Submission of proposal

4.5.1 Instruction to Bidders for Online Bid Submission

The bidder must submit their response online through e-Nivida Platform. e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

More information useful for submitting online bids on the e-Nivida Portal may be obtained at: <https://enivida.odisha.gov.in>

4.5.2 Guidelines for Registration

- a) Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrolment” available on the home page by paying Registration Fees of Rs.2,500/- + Applicable GST.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ nCode/ eMudhra etc.), with their profile.
- e) Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- g) The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- h) After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com for activation of the account.

4.5.3 Searching for Tender Documents

- a) There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- b) Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective ‘requested’ Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

4.5.4 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender

document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 150 dpi with Colour option which helps in reducing size of the scanned document.

- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- e) These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

4.5.5 Submission of Bids

- a) Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
- c) Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
- d) In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- f) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.

- h) Upon the successful and timely submission of bid click “Complete” (i.e. after clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- i) The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

4.5.6 Clarifications on using e-Nivida Portal

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering.

Contact	Support Id
Email id	odishaenivida@gmail.com/ odishaeproc@railtelindia.com/ support.enivida@odisha.gov.in
Phone	011-49606060 9355030613 9355030604 9355030618 8448288981 Any of the numbers available at www.enivida.odisha.gov.in

4.5.7 Tender Validity

Proposals shall remain valid for a period of 180 Days from the date of opening of the pre-qualification and technical proposals. OCAC reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

4.5.8 Submission and Opening of Proposals

- a) The bidders should submit their responses as per format given in this RFP in the following manner:
- Response to Pre-Qualification Criterion
 - Technical Proposal
 - Commercial Proposal

- b) Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- c) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

The Proposals submitted up to 08.12.2023 by 12 Noon will be opened on 08.12.2023 by 12:30 PM by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

4.5.9 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

4.5.10 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings or discussions or presentations, preparation of Proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.5.11 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by Bidders. For purposes of interpretation of the Proposal, English translation shall govern.

4.5.12 Acceptance and Rejection of Bids

OCAC reserves the right to reject in full or part, any or all bids without assigning any reason thereof. OCAC reserves the right to assess the Bidder's capability and capacity. The decision of OCAC shall be final and binding. Bid should be free of overwriting. All measures, correction or addition must be clearly

written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

4.6 Evaluation Process

- a. OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b. The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.
- c. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- d. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.6.1 Deviations

- a. No technical deviation is allowed.
- b. The Bidder may provide deviation to the contents of the RFP document in the format prescribed in Form 9.11.
- c. The proposal evaluation committee would evaluate and classify them as “material deviation” or “non-material deviation”. In case of material deviation, the committee may decide to “monetize” the value of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.
- d. The Bidders would be informed in writing on the committee’s decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations at this stage. The Bidder would not be allowed to withdraw the deviations submitted without the prior consent of the Purchaser.
- e. OCAC have the right to accept or reject any deviation(s) furnished by the bidder. The decision of OCAC in such case is final.

4.6.2 Tender Evaluation

- a. Initial Bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if Proposals:
 - are not submitted as specified in the RFP document
 - received without the Letter of Authorization
 - are found with suppression of details
 - with incomplete information, subjective, conditional offers and partial offers submitted

- submitted without the documents requested in the checklist
 - with lesser validity period
- b. All responsive Bids will be considered for further processing as below:
OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

5. Criteria for Evaluation

Tenders for this contract will be assessed in accordance with **Quality and Cost-based Selection (QCBS) system**. All bids will primarily be evaluated based on Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals, only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals based on information provided by the bidder, taking into account the following factors:

- a. Overall completeness and compliance with the requirement
- b. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents
- c. Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a more than 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

5.1 Prequalification Criteria (General Bid)

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Consortium is not allowed.

Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

SI#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
a)	Legal Entity	Responding Firm/ Company should be: <ul style="list-style-type: none"> Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008. Registered with Goods and Services Tax Network (GSTN). 	<ul style="list-style-type: none"> Copy of Certificate of Incorporation/ Registration. Valid GSTIN and copy of GST Registration Certificate. Copy of PAN
b)	System Integration Experience	Responding Firm/ Company should be in the Information Technology (IT) business as System Integrator for at least five (5) financial years as on 31st March 2023.	Work orders confirming year and area of activity along with certificate from Statutory Authority to this effect.
c)	Sales Turnover in System Integration	<p>Average Annual Sales Turnover generated from services relating to System Integration during the last three financial years ending on 31.03.2023 (as per the last published Balance sheets), should be at least ₹15 Crores</p> <p>This turnover should be on account of ICT Software Development and Implementation (i.e., revenue should be on account of System Integration/Turnkey solutions or products and their associated maintenance or implementation services, packaged software etc.) only. (Revenue generated from Hardware sales will not be considered.)</p>	<ul style="list-style-type: none"> Copy of the audited Balance sheet and Profit & Loss account. Statutory Auditor's/CA Certificate on average turnover relating to software development and related services. The bidder is fee to submit provisional accounts statements against FY 22-23.
d)	Net Worth	The bidder should have been profitable for all these three financial years and must have positive net worth.	Statutory Auditor's Certificate
e)	Certification	The bidder should have following certifications (with validity) at least one year prior to the date of publication of this RFP:	Copy of a Valid Certificate

SI#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
		<ul style="list-style-type: none"> - CMMI - Level 3 (from CMMi Institute erstwhile SEI) published in CMMi website - ISO 27001 - ISO 20000 - ISO 9001:2015 	
f)	Manpower Strength and Local Presence	The bidder should have an operation/delivery center in Odisha for at least 12 months before the publication of this RFP with at least 100 (one hundred) full time developers in its payroll in the domain of systems integration and software system development having minimum qualification of B.E/B.Tech/MCA/MSC(IT)/MBA or higher with minimum one year's software development experience, as on 31st March 2023.	<ol style="list-style-type: none"> 1. Trade License/ Leased Agreement (Towards Local Presence)/any other documentary evidence as proof of business in Odisha 2. Declaration from HR/ Director towards Manpower Strength.
g)	Technical Capability	<ol style="list-style-type: none"> 1. The bidder must have COTS/ Ready-made Solution with following modules prescribed in scope of work viz. affiliation, admissions, academics, examination Management and finance. (Development of Bespoke application is not allowed) 2. The bidder must have successfully implemented University Management System or equivalent ERP in at least (3) three Central/State/Public Universities with at least 3 modules relating to affiliation, academics and exam management etc. during last 5 years. 3. The bidder should have experience of minimum 50,000 student's examination (Pre or Post exam activities/online exam) in a year for any State govt. university/Central Govt University in last 03 years. 	<p>Self-Declaration/IP of the product, if any.</p> <p>Completion Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Auditor);</p> <p>Work Order + Completion Certificate from the client/invoices with documentary proof of payment</p>

SI#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
h)	Consortium	Consortium or Sub-contracting is not allowed	Self-Declaration from Director/ Authorized Signatory
i)	Blacklisting	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self Declaration (at Clause 9.2)

5.2 Technical Evaluation Criteria

The Proposal evaluation committee will evaluate the proposals submitted by the bidders with a detailed scrutiny. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below:

Sl#	Evaluation Criteria	Max Score	Documents required
a.	Financial and Resource Strength		
i)	Average turnover from Software Development and related services during in last 3 years – ≥ 15 Cr: 3 Marks <i>[Additional 1 mark for additional ₹1 crore subject to maximum 5 marks]</i>	5	– Copy of audited Profit & Loss Statement OR – Certificate from the Statutory Auditor/CA
ii)	The bidder must have at least 100 full time technical resources in its payroll as on date of submission of bid stationed at Odisha State. – ≥ 100 Resources: 5 Marks <i>[Additional 1 mark for additional 20 resources subject to maximum 10 marks]</i>	10	– Declaration from HR
b.	Experience Similar to the Scope of work		
i)	The bidder should have experience of implementation of IT Projects (only application software project) in Central/State/Public Universities in India during last 10 years ending on 31.03.2023. – Each university 2 marks maximum 10 marks (only completed/UAT completed/ O&M continuing projects shall be considered.) Bespoke application is also allowed. However, development of website/web portal will not be considered. If in a 'xyz' university bidder has implemented 3 modules, it will be taken as one assignment and awarded as 2 marks)	10	Copy of Work Order / Go-live certificate
ii)	The bidder should have experience of implementation of modules relating to Affiliation Management or Admission Management or College management module in Universities in India during last 10 years ending on 31.03.2023. – Each university 2 marks maximum 10 marks (only completed/UAT completed/ O&M continuing projects shall be considered)	10	Copy of Work Order / Go-live certificate.
iii)	The bidder should have experience of implementation of modules relating to " Academic Management " or " Student Lifecycle Management "	10	Copy of Work Order / Go-live certificate

SI#	Evaluation Criteria	Max Score	Documents required
	<p>module in Universities in India during last 10 years ending on 31.03.2023.</p> <p>– Each university 2 marks maximum 10 marks (only completed/UAT completed/ O&M continuing projects shall be considered)</p>		
iv)	<p>The bidder should have experience of implementation of relating to “Examination Management” or “Online Examination” or “Pre or Post Exam Management” module in Universities in India during last 10 years ending on 31.03.2023.</p> <p>Experience of at least 50,000 students – 5 marks</p> <p>Additional 1 mark for each 5000 students up to maximum 10 marks</p>	10	Copy of Work Order / Go-live certificate with documentary evidence on no. of students
v)	Experience of implementation of software application in any medical universities/medical colleges	5	Copy of Work Order / Go-live certificate
c.	Project Management team		
vi)	<p>CVs of 5 key Professional proposed for:</p> <ol style="list-style-type: none"> 1. Project Manager 2. Functional Expert 3. Integration Expert 4. Test Lead 5. Database Administrator <p>Relevant Experience of each CV: Less than 5 Years – 0.25 Marks. 5 -10 years – 0.5 Marks.</p> <p>Qualification (Minimum BE/BTech/MCA) – 0.5 Mark for each CV</p>	5	CV of resources certified by HR
d.	Technical Proposal & Presentation		
i)	<p>Implementation Approach & Methodology</p> <ul style="list-style-type: none"> – Understanding of the objectives of the assignment and solution proposed – 20 marks – Completeness and responsiveness – 10 marks – Risk management and mitigation plan – 2 marks – Detailed Work Plan with Activities – 3 marks 	35	Quality of Technical Proposal and Presentation

- a) All the bidders who secure a Technical Score of **more than 70%** will be declared as technically qualified.
- b) The bidder must submit list of modules along with their feature and functionalities mapping to the requirements mentioned in the RFP Clause No 8 in the technical bid. Otherwise the bid shall not be considered for evaluation.**
- c) The bidder with highest technical bid (H1) will be awarded 100% score.

- d) Technical Scores for other than H1 bidders will be evaluated using the following formula:
- e) *Technical Score of a Bidder = {(Technical Bid score of the Bidder/ Technical Bid Score of H1) X 100} % (Adjusted to two decimal places)*
- f) The commercial bids of only the technically qualified bidders will be opened for further processing.

5.3 Evaluation of Financial Bid

- a) The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidders' representatives
- b) The bidder with lowest financial bid (L1) will be awarded 100% score.
- c) Financial Scores for other than L1 bidders will be evaluated using the following formula:
Financial Score of a Bidder = {(Financial Bid of L1/Financial Bid of the Bidder) X 100} % (Adjusted to two decimal places)
- d) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- e) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
- f) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

5.4 Combined Evaluation of Technical & Financial Bid

- a) The technical and financial scores secured by each bidder will be added using weightage of **70%** (Technical) and **30%** (Financial) respectively to compute a Composite Bid Score.

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where

B_n = overall score of bidders

T_n = Technical score of the bidder (out of maximum of 100 marks)

F_n = Normalized financial score of the bidder

- b) The bidder securing the highest Composite Bid 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

5.5 Special Conditions for Evaluation

The successful bidder shall be the agency securing the highest composite score in column 'F' above. However, in the event of two or more bidders securing exactly the same composite score, then Tendering Authority reserves the right to:

- a) Declare the bidder whose technical score is highest among the bidders who have secured exactly the same composite score as successful bidder
- b) OR adopt any other method as decided by Tendering Authority.

6. Appointment of System Integrator or Service Provider

6.1 Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

6.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, 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 such action.

6.3 Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- a. Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b. Change any of the scheduled dates stated in this tender.
- c. Reject proposals that fail to meet the tender requirements.
- d. Increase or decrease the quantity of the software items/manpower resources
- e. Remove any of the item at the time of placement of order.
- f. Increase or decrease no. of resources supplied under this project.
- g. Should the Purchaser be unsuccessful in negotiating a contract with the System Integrator, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h. Make typographical correction or correct computational errors to proposals
- i. Request bidders to clarify their proposal.

6.4 Notification of Award

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OCAC, may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder.

6.5 Contract Finalization and Award

The OCAC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid based on Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

6.6 Performance Guarantee

The OCAC will require the System Integrator to provide a Performance Bank Guarantee, within 30 days from the Notification of award or issue of work order, for a value equivalent to 10% of the total cost of ownership i.e., total order value excluding taxes. The Performance Guarantee should be valid for a period of **5 years 5 months**. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The System Integrator shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the System Integrator fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the System Integrator after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or OCAC incurs any damages due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.7 Signing of Contract

After the OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses.

6.8 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG of the most responsive bidder.

7. Contractual Clauses

The Contract Agreement for this engagement would contain the following key clauses: -

7.1 Term of Contract

This will include the period required to deliver the deliverables and other services specified in the terms of reference, including the duration of the support period (as may be applicable)

7.2 Termination

- a. Normal termination of the contract would happen at the end of the tenure.
- b. The Purchaser (i.e. OCAC) may, terminate this Contract by giving the System Integrator a 90 (Ninety) days prior and written notice indicating its intention to terminate the Contract.
- c. Termination by SI - The SI may terminate this Contract, by not less than Ninety (90) days' written notice to the OCAC, such notice to be given after the occurrence of any of the following events –
 - i. If the Purchaser fails to pay any money due to the SI pursuant to this Contract and not subject to dispute pursuant to Clause 7.10 hereof within forty-five (45) days after receiving written notice from the SI that such payment is overdue.
 - ii. If the Purchaser fails to comply with any final decision reached because of arbitration pursuant to Clause 7.10 hereof
 - iii. If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the SI may have subsequently approved in writing) following the receipt by the Purchaser of the SI's notice specifying such breach.

7.3 Effects of Termination

- a. In the event of a pre-mature termination of this agreement by OCAC, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables till the last effective date of termination.
- b. Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder shall agree to extend full cooperation in supporting the transition process.

7.4 Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or measurable criteria. In case of any conflict between RFP and Proposal submitted by the Bidder in relation to Scope of Work or Deliverables, the Proposal submitted by Bidder (including clarifications, if any) shall prevail and apply.

7.5 Norms Governing Service Delivery

- a) Provide necessary performance guarantees on signing of the agreement.
- b) Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement.
- c) Bidders shall establish a formal team structure with a named Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune to the requirements.
- d) Provide a roadmap and project plan for this engagement, clearly describing the responsibilities, timelines, dependencies, milestones, and risks.
- e) The cost of travel & accommodation during visit to various places of Odisha for various works like system study, training etc. should be borne by the bidder.

7.6 Fees and Payments

- a) The total fees payable to the bidder including a milestone-based payment as specified in the terms of reference would be specified. Such payments shall be inclusive of all taxes / levies and other out of pocket expenses. **Rate of taxes will be applicable as per the rate prevailing at the time of submission of Bill.**
- b) Payments for additional services in case of change in scope will also be specified.
- c) In case of a *bona fide* dispute regarding any invoice, OCAC shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

7.7 Audit

- a) The software and documents prepared for this project are subject to audit. The bidder should help OCAC during preparation of compliances of audit without any additional cost.
- b) Software including executables, binaries, licenses (if any) and all technical documents/manuals shall be in favour of the OCAC and shall be submitted to the OCAC before final payment or on demand.
- c) All records pertaining to this work shall be made available to the OCAC and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

7.8 Confidentiality

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy about data, wherever applicable. If required, the bidder will sign a Non-Disclosure Agreement (NDA) with OCAC/ other stakeholders of project.

7.9 Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

7.10 Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavors. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed By OCAC (Nodal Authority) for such purpose and abide by the decisions thereon.

On non-settlement of the dispute, same shall be referred to the Principal Secretary to Government, E&IT Department, Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

7.11 Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India in the High Court at Cuttack having jurisdiction. Suits, if any arising out of the contract/agreement shall be filed by either party in a court of Law to which the Jurisdiction of the High Court of Odisha extends.

7.12 Change Request Management

Any requirement beyond the scope mentioned in the RFP 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 – OCAC will ask the successful bidder to submit the effort estimate in terms of man month rate using any standard estimation model.
- Approval or disapproval of the change request – Technical Committee constituted by OCAC will approve or disapprove the change requested including the additional

payments, after analysis and discussion with the bidder on the impact of the change on schedule.

- Implementation of the change Request– The change will be implemented in accordance with the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to OCAC accordingly.
- Additional cost towards change request management is to be agreed upon mutually by bidder and OCAC and factored separately post approval of efforts by OCAC. This clause should only be invoked for justified business cases during the tenure of the project for such cases which is beyond the scope of this RFP.

The costing of change request shall be finalized as per cost mentioned in financial bid format- Software Enhancement Service. The bidder has to quote for 100-man month and payment shall be made as per actual consumed.

7.13 Intellectual Property Rights (Source Code)

7.13.1 Products and fixes: All products and related solutions and fixes provided pursuant to this tender shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. “**Product**” means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to OCAC/Govt. of Odisha for license which is published by product owner or its affiliates, or a third party. “**Fixes**” means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.

7.13.2 Bespoke development: Subject to the provisions of Clause 7.13.3 and 7.13.4 below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie with OCAC. Implementation Agency/System Integrator shall be entitled to a broad license in the bespoke development for its internal usage and other e-governance projects.

7.13.3 Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party (“**pre-existing work**”) including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services under this agreement, each party grants to the other party (and their subcontractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment, the Implementation Agency/System Integrator should grant OCAC/Govt. of Odisha a non-exclusive, perpetual, fully paid-up license to use the pre-

existing work in the form delivered to OCAC as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. OCAC's license to pre-existing work is conditioned upon its compliance with the terms of the Agreement to be signed under this RFP and the perpetual license applies solely to the pre-existing work that bidder leaves with OCAC at the conclusion of performance of the services.

7.13.4 Residuals: In no event shall Implementation Agency/System Integrator be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to the deliverables set out in this RFP. In addition, subject to the confidentiality obligations, Implementation Agency/System Integrator shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of providing the Services.

Source code of base framework of University Automation System along with all related documentations will be delivered to OCAC under an escrow account during the exit phase of the project. Cost towards the escrow account will be borne by OCAC. Source code and executable for any customized portion explicitly delivered as per the requirements will be delivered to OCAC as-is and as per the exit strategy mechanism. OCAC will take necessary steps to maintain and safeguard the security and confidentiality of the acquired source code for the customized portion of solution. All the intellectual property rights (IPR) in third party products (viz., Operating System, Application Software, Database Software, etc.,) shall remain with the respective third-party owners and bidders are not entitled to share/ provide source code of such third-party application software with OCAC.

7.14 Liquidated Damages

In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the Implementation Agency/System Integrator shall be liable to a penalty @0.1% of the value of work order in respective phases, for every week of delay up to a maximum of 2%, after which OCAC shall be at liberty to cancel the award. For the purpose of this clause, part of a week shall be considered to be a full week. Penalty will not be applicable if the delay is not attributable to the bidder. However, in such cases bidder has to communicate in writing the reason of delay. Decision of Chairman, OCAC in this matter is final.

7.15 Limitation of Liability

Except in cases of gross negligence or willful misconduct: -

- a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ System Integrator to pay liquidated damages to the Purchaser; and

- b. Maximum liability of the bidder for this project will be limited to the total value of the contract or the amount actually paid to the bidder whichever is lower and will not include any indirect or consequential clause or damage, loss or profit, data or revenue.

8. Terms of Reference

8.1 Scope of Work

The Automation of Odisha University of Health Science aims at providing a world-class university environment for students and colleges, and providing the administrative control mechanism for the university officials for management of various activities at University level.

The objectives of the project are:

- a) To facilitate student related services such as admissions, fee payment, examinations etc.
- b) To facilitate college related services such as affiliation and related services.
- c) To conduct Pre and Post examination activities
- d) Proper academic planning, faculty and course management for the courses run at University Campus
- e) Student timetable and attendance management for courses run at University Campus
- f) To improve transparency and accountability in the overall system.
- g) To provide a learning management platform to upload the class room video, course content, assignments etc. with proper access control.
- h) Managing the financial and accounting system of the university.
- i) Managing HRMS, Timetable, Leave, Attendance of faculties and staff at University Campus.

The scope of work for the System Integrator during the period of contract/ engagement shall include:

- Preparation of Detailed Project Plan adhering to the timeline.
- Detailed System Study, Gap Analysis, System/ Functional Requirement Specification for the upgraded application and Suggestion for Business Process Re-engineering
- Design, finalization, and Customization/Configuration of the proposed solution
- Software Solution Testing
- Deployment & Configuration
- User Acceptance Testing (UAT) of modules
- Provision of EV SSL
- Cyber Security Audit from any Cert-in Empaneled firm and obtain "Safe to Host" certificate at least once a year.
- Aadhaar Compliance Audit
- Training to end users
- Go-live of the different modules as per Timeline given in Clause no. 8.5
- Application and Middleware Support, Database Support and Operation & Maintenance (O&M) for a period of 5 years from the date of Go-live of Examination Management Module (i.e. under Phase-IV) module.
- Helpdesk support

Facility Management Service Scope:

Bidder should provide on-site support for application end users, Administration, maintenance & support of the End-to-End Solution for entire contract period. Below is general guideline for the onsite support:

- The team is required onsite / customer site in general working hours on all Government working days. However, some of the team members may require working in shifts also as per project need.
- The team may be required to attend certain shifts on holidays/ off days / late evening hours, as and when required.
- Escalation process should be defined and in place for unresolved issues.
- Bidder support staff should be well trained to effectively handle queries raised by the end users, Government officials and other stakeholders.
- **Software Modules to be implemented in nut shell**
 - a. University Management
 - i. Affiliation Management
 - ii. Affiliated College Management
 - iii. Academics Management -Course Planner
 - iv. Course Scheduling
 - v. Web portal
 - vi. University Dashboard
 - b. University Campus Academics Management
 - i. Academics (course, class, subject) Management
 - ii. Time Table, Attendance and Continuous Evaluation
 - iii. Course Coverage Management
 - iv. Library Management
 - v. Faculty Management
 - vi. Feedback Management
 - vii. PhD Lifecycle Management
 - viii. Internship & Placement Management
 - c. Student Lifecycle Management
 - i. Admission Management
 - ii. Student Registration Management
 - iii. Student Data/Profile Management
 - iv. Student Transfer Management
 - v. Student Exit Management
 - vi. Student's Portal with Dashboard
 - vii. Alumni Management
 - d. Faculty Lifecycle Management
 - i. Faculty Registration Management
 - ii. Faculty /Profile Management
 - iii. Faculty Transfer Management
 - iv. Faculty Exit Management
 - v. Faculty Portal with Dashboard

- e. Learning Management (Platform Only)
 - a. Content Repository Platform
 - b. Content Management
 - c. Content Delivery
 - d. Assignment Management
 - e. Feedback Management
- f. Faculty Development/Training Management (Platform Only)
 - a. Training Planner
 - b. Training Administration
 - c. Training Delivery
 - d. Post Training with Certificate Mgmt.
 - e. Training Feedback Management
- g. Pre & Post Exam Management
 - i. Examination Enrolment (Registration/Form fill-up)
 - ii. Exam Question Bank Management with question paper creation
 - iii. Scheduling and Test Centre Management
 - iv. Evaluation Management & Result Publication
 - v. Exam Result Analytics (For Academic Intervention)
- h. Administration
 - i. Finance and Accounts
 - ii. Grant and fund management
 - iii. Payroll
 - iv. Human Resources Management System
 - v. RTI management
- i. Award and Recognition management

8.1.1 Requirement Study

The System Integrator shall be responsible for conducting detailed system study in coordination with all stakeholders (key officials of selected Departments/ Offices) for all modules and features proposed to be developed. For each module & feature, bidder needs to perform detailed system study & requirement analysis covering:

- Capturing details of all requirements & features specified in Functional Requirement Specifications stated in the RFP and additional key requirements/ features (if any).
- Understand existing processes proposed to be covered in module & feature, find the gaps in the existing process, and suggest re-engineering of existing process (if required).
- Understand / assess data migration (if any) requirement and define strategy to prepare the legacy data as applicable.
- Understand / assess data inputs and outputs requirements
- Collecting all input forms, registers, and reports formats (if any).

The functional and non-functional requirement specifications stated in the RFP are the indicative features that the proposed solution should have and to be considered as an integral part of the scope of work. The bidder should take it into account for effort estimation and financials. However, to achieve/ fulfill the overall project objective, the System Integrator shall be responsible to re-fine/ improvise the detailed

functional requirement specifications (FRS) for each module based on the detailed system study and requirement analysis performed by the bidder.

The System Integrator shall be responsible for the preparation of Functional Requirement Specifications (FRS) document covering all modules & features planned to be covered as specified based on the outcome of detailed System Study and refined/ improvised FRS.

The System Integrator should demonstrate the FRS including screen templates, reporting requirements, process flow, new features suggested before the committee constituted by OCAC and OUHS for review and should incorporate all the suggestions/modifications made by the members of the committee.

The System Integrator shall obtain sign-off on FRS document from the competent authority of OUHS. The bidder shall ensure that the FRS document is prepared considering all provisions of future scalability in terms of functional & technical requirement/ enhancement of the all the modules planned to be covered and their integration with 3rd party applications and other modules implemented in other phases. After getting sign-off on FRS document, the System Integrator shall start the application customization work.

The System Integrator is required to update the FRS documents as and when any enhancement/ modifications are made into the module/ system till the duration of contract.

8.1.2 Customisation of modules

The System Integrator shall customize the University Automation modules as per the approved FRS. The selected firm supply the following documents along with the developed components:

- Business process guides
- Data model descriptions
- Sample reports
- Frequently asked question (FAQ) guides (however, it should be submitted at the time of training)
- Any other documentation required for usage of implemented solution

The bidder shall implement a system for monitoring the SLAs and ensure that the system addresses all the SLA measurement requirements and calculation of applicable penalties as indicated in the document.

The application should be cloud ready. In case of requirement, the SI has to configure the application at cloud which shall be provided by OCAC.

8.1.3 Testing

a) The SI shall provide the testing strategy including Traceability Matrix, Test Cases and Conduct

Testing of various components of the software developed / customized (e.g. including Unit Tests, System Integration Tests, Security Testing and User Acceptance Test).

- b) Details of the testing strategy and approach should be provided in the response.
- c) The SI is responsible to identify and inform the OCAC/OUHS / OCAC regarding testing requirements.
- d) SI must ensure deployment of necessary resources, tools, staging servers and related logistics during the testing phases.
- e) The SI shall ensure that each module & features developed under this RFP is tested as per the latest version of the **IEEE 730** (Software Quality Assurance Processes) standards and shall comply with **GIGW** guideline.

8.1.4 Third Party Security Audit

- a) The SI needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.
- b) The SI shall appoint CERT-In empanelled auditor who shall be responsible for performing the security audit of the solution once in every six months.
- c) The cost of audit & rectification of non-compliances shall be borne by the SI.
- d) Carryout security audit (By CERT-In empanelled firm) before Go-Live of application and obtain the safe-to-host certification
- e) Compliance to the Security audit of the application by CSOC Odisha team including Periodic Cyber Security Audit as per OSDC Policy.
- f) The audit shall be performed at least on the below mentioned aspects.
 - Accessibility Testing
 - Application Security Audit
 - Vulnerability Testing
- g) The illustrative deliverables for this activity are mentioned below.

Activity	Responsibility
First Round Audit Report	Auditor
Rectified solution and submission of next round of audit	SI
Next Round Audit Report	Auditor
If required, rectified solution & submission of next round of audit	SI
Compliance Confirmation	Auditor

- h) First audit should be carried out before Go-Live of each of the modules and thereafter at least once in year.

8.1.5 SSL Certification

The SI shall carry out and ensure the following:

- a) Secure connection between Client and Server through Secure protocol HTTPS.
- b) Encryption of Data during transmission from server to browser and vice versa.
- c) Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.
- d) SSL Security in the application server.
- e) SI should provide Wildcard EV SSL (Green bar) Certificate each year and renew it for 5 years.

8.1.6 Digital Signature

- a) The application shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Certifying Authorities (CA).
- b) The SI shall integrate the signing solution (Physical Cryptographic Token / eSign) within the application including facilitating procurement of DSC/eSign. The cost for procurement of Physical DSC Token / eKYC-eSign and transaction cost of e-Sign will be borne by the Department.

8.1.7 Training

- a) The SI is required to undertake a batch size of 30 people (approx.) in the technical and process aspects of the application.
- b) The scope of the training also includes the master trainer/identified officials of educational institutes under OUHS
- c) The schedule / training calendar and the training material for imparting training shall be developed by the SI in consultation with Odisha University of Health Science. Training/User manual should be stakeholder wise and both versions (English and Odia) should be uploaded in corresponding stakeholder's login.
- d) The training course material shall be created based on the type of users attending the training (role based). The training materials shall also include a SOP & a checklist of all activities based on the type of user.
- e) It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer / download it for their own personal reference as and when needed.
- f) It is required that the training content (soft copy available for downloading) should have proper indexing and internal references, mapped with key words, in order to allow any User to search and reach the desired content with the help of those key words.
- g) Following approach shall be made for training of various stakeholder
 - o Train the Trainer
 - o Classroom Training
 - o Training through VC
 - o Online Help
- h) The training manager of the SI will provide/coordinate training among various stakeholders on new services, enhancements etc. added in the application during O&M period.
- i) Training infrastructures viz; computers, projectors, white boards, connectivity and other logistics

required for the training shall be provided by the SI, OUHS will only provision space for training (in case of physical mode).

8.1.8 Integration

The application module should be integrated with following external applications which shall be provided by OCAC/OUHS without any additional cost

- Digilocker
 - SMS
 - E-Mail
 - WhatsApp
 - Payment Gateway
 - Digital Signature solution (both DSC based as well as e-Sign)
- All the above APIs from integration shall be provided by OCAC

8.1.9 UAT & Go-Live

After completion of the customization and configuration work of the modules as per approved FRS/SRS, OUHS will conduct the technical reviews of modules performed by the SI as UAT. The SI shall be responsible for:

- a) Preparation and submission of test strategy, test cases and test results
- b) Demonstration of module-wise functionalities/ features to the OUHS Officials in staging environment
- c) Support OUHS or their representatives at the time of user acceptance testing.
- d) Rectification of any issues/ bugs/ improvements/ enhancements/ up-gradations suggested (if any) during the UAT, without any additional cost.
- e) Documenting the UAT results & ensure that all issues raised during UAT are closed and signed-off from respective authority.
- f) Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested Departments (if any) during the UAT without any additional cost.

8.1.10 Audit

- a) The software and documents prepared for this project are subject to audit. The bidder should help OUHS / OCAC during preparation of compliances of audit without any additional cost.
- b) Software including source code, licenses (if any) and all technical documents/manuals shall be in favour of the OUHS / OCAC and shall be submitted to OCAC before final payment or on demand.
- c) All records pertaining to this work shall be made available to the OCAC/OUHS / OCAC and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

8.1.11 Infrastructure Support

- a) The solution is proposed to be hosted in OSDC or cloud.

- b) Post award of contract, the SI will be expected to detail hardware sizing. Based on sizing of the hardware by the SI, the hardware will be provided by OSDC.
- c) The SI shall carry out the installation, maintenance & support of all the supplied software(s) on the procured hardware.
- d) The SI will be required to develop the solution in their own test environment.
- e) Bidder shall provide the Licenses for this software in the name of OCAC/ till the project end date / perpetual with necessary support structure in place.

8.1.11.1 Business Continuity Planning

- a) SI shall provide a BCP or DR Plan as part of the Business continuity plan.
- b) The bidder should configure BCP/DR (if provided by OCAC) without any additional financial implications.
- c) DC and DR integration for all modules and components should be such that it is possible to operate any module from DR in case of any disruption at DC site.
- d) The SI may suggest a better methodology for optimal usage and cost benefits.
- e) The solution is proposed to be hosted in OSDC or any government cloud which is identified thereafter.
- f) The SI shall carry out the installation, maintenance & support of all the supplied software(s) on the procured hardware for development, quality and production environment.

8.1.11.2 Implementing System Software & Tools

- a) The SI shall design, implement/customize the solution and shall develop any additional tools required to monitor the performance indicators.
- b) The observations of the audit shall be addressed and same shall be tested and verified before the go-live.
- c) The proprietary third-party tools (if any) deployed in production server of the application must be of the latest commercially available version
 - A. Proprietary software must support upgrades, bug fixes, functionality enhancements and patches to cater the changes / statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract.
 - B. OEM support should be made available on all deployed versions for the contract period.

8.1.11.3 Documentation

- a) The SI shall undertake preparation of documents including that of infrastructure solution design and architecture, configuration files of the infrastructures, user manuals, Standard Operating Procedures, Information Security Management procedures as per acceptable standards.
- b) The SI shall take sign-off on the deliverables (documents), including design documents, Standard

Operating Procedures, Security Policy and Procedures from OCAC and shall make necessary changes before submitting the final version of the documents.

8.1.12 Operation & Maintenance

This section discusses the Application Support, Operations & Maintenance services to be provided by bidder with respect to Application Software & supporting IT Infrastructure Management. The System Integrator shall be required to provide operational and maintenance services for the system for a period of as per the period mentioned below

An indicative list of activities and nature of support to be provided is mentioned below:

- Application Support & Central Maintenance
- System Administration and Trouble Shooting
- Database Administration and Trouble Shooting
- Application and System Software Administration (including performance tuning)
- Data backup and recovery
- Application support and maintenance with enhancements as per requirement of OCAC from time to time
- Application and database level performance tuning
- Hand Holding and Training centrally
- Additional field support will be as per Business Needs. Bidders need to be provided the rate card for the same as a part of the commercial format.

Bidder must deploy the team with adequate manpower having expertise in database and application management & support for entire duration of operation and management to carry out the above activities. The bidder must give details of methodology for Application Support, operation, and management with team structure with proposed profiles in technical bid.

Though the modules shall be made live in phases and Operation and Maintenance of respective modules also start accordingly, but Operation and Maintenance of all the modules should be co-terminus at same time i.e. 5 years from the date of Go-live of “Exam Management” module or 5 years and 6 months from the award of contract whichever is earlier.

Hence, the Operation and maintenance period of modules are as follows

Phase – I	5 years 14 weeks
Phase – II	5 years 12 weeks
Phase – III	5 years 11 weeks
Phase – IV	5 years

The activities under O & M Phase as follows:

8.1.12.1 Application Support

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The SI shall keep the application software in good working order; perform changes and upgrades to applications as requested by the OUHS time to time. Key activities to be performed by SI in the application support phase are as follows:

- a) Roll out of the customised modules at OUHS as well as respective stakeholder organisations
- b) Support for functional processes.
- c) Features enhancement based on user feedback.
- d) Management of the test and training environments.
- e) Management of the Production environment.
- f) Application support.
- g) Application maintenance.
- h) Database Administration.
- i) System Administration.
- j) User and access management.
- k) Performance Enhancement and Fine Tuning.
- l) Scheduled maintenance activity
- m) Enhancement of MIS report as per the requirement

The SI shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by SI ensuring the SLA requirements are met at no additional cost to the OUHS.

8.1.12.2 Software Maintenance

- a) The SI shall provide unlimited support through Telephone / Email / Video Conferencing / Installation Visit as required as per the service window defined in the RFP.
- b) The SI shall address all the errors / bugs / gaps in the functionality in the solution implemented by the SI (vis-à-vis the FRS/SRS signed off) at no additional cost during the support phase.
- c) All patches and upgrades from OEMs (if any) shall be implemented by the SI ensuring customization done in the solution as per the OUHS requirements. Technical upgrade of the installation to the new version, as and when required, shall be done by the SI.
- d) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the SI to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.

- e) Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components have to be replaced, shall be the responsibility of the SI.
- f) Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the SI and periodically submitted to the OUHS/OCAC.

8.1.12.3 Change & Version Control

- a) All planned changes to application systems and hardware shall be coordinated within established Change control processes to ensure that:
 - Appropriate communication on change required has taken place.
 - Proper approvals have been received.
 - Schedules have been adjusted to minimize impact on the production environment.
- b) The SI shall define the Software Change Management and Version control process. For any changes to the solution, SI has to prepare detailed documentation including proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc.
- c) Maintain configuration information: SI shall maintain version control and configuration information for application software and any system documentation.
- d) Maintain System documentation: SI shall maintain and update documentation of the software system ensuring that:
 - Source code is documented.
 - Functional specifications are documented.
 - Application documentation is updated to reflect on-going maintenance and enhancements including FRS/SRS, in accordance with the defined standards.
 - User manuals & training manuals are updated to reflect on-going changes / enhancements.
 - Standard practices are adopted and followed in respect of version control and management.

8.1.12.4 System / Infra Support

- a) Provide support on all servers, data storage systems, etc.
- b) Management & monitoring of server infrastructure in cloud
- c) Installation and re-installation of the database
- d) Application Load balancing and Database Clustering
- e) Network configuration
- f) Perform Database, event & system log analysis
- g) Database log management
- h) Ensure Database & file back-up as per the policy of OSDC (through Back of database and filesystem is scope of the SDC, but the System Integrator should ensure the backup has bn taken regularly and do necessary drill for restoration of backup)
- i) Patch update

- j) System Administration and Trouble Shooting
- k) Application & System Software Administration (including performance tuning)
- l) Application and database level performance tuning.
- m) Database Administration, optimization and Trouble Shooting
- n) Co-ordination with OSDC Network Administration Team

8.1.12.5 Helpdesk Support

- a) Bidder has to deploy dedicated resources for helpdesk operation.
- b) Initially two resources shall be deployed for helpdesk operation, however in case of requirement, the SI has to deploy additional support resources.
- c) Payment shall be made as per the actual number of resources deployed.
- d) Required IT infrastructure (such as Laptop/Desktop, Mobile phone etc.) shall be provided by the SI. However, in case of requirement, OUHS shall provide dedicated land line for helpdesk support.
- e) SI to provide helpdesk ticket management software without any additional cost and furnish the issue tickets vs issue resolution report periodically or when demanded.

8.1.12.6 Technical Support Unit (TSU)

- a. SI shall setup a TSU unit at Odisha University of Health Science after completion of Phase-1 modules with following resources

SL#	Type of Resources	No. of Resources	Duration of deployment
1	Project Manager	1	<ul style="list-style-type: none"> • 65 months • From the date of Go-live of first module.
2	Solution Architect	1	<ul style="list-style-type: none"> • 24 months • From the date of Go-live of first module.
3	Handholding support Assistant	One per each module (except award and recognition module)	<ul style="list-style-type: none"> • After Go-live of respective module. • Initial deployment period would be 24 months which shall be extended further, in case of requirement
4	Trainer	1	<ul style="list-style-type: none"> • From the date of Go-live of first module. • Initial deployment period would be 24 months which shall be extended further, in case of requirement
5	Helpdesk Support Staff	2	65 months from the Go-live of first module.

- b. OCAC Reserves right to increase or decrease number of resources based on requirement)

- c. The working hours would be office business hours of the OUHS
- d. The TSU shall be made operational as per the conditions mentioned above.
- e. **Before deployment of any type of resources, the SI has to obtain confirmation from OCAC.**
- f. The Bidders are, however, free to deploy more resources in order to meet the quality delivery as required by Scope of Work of this RFP.
- g. The TSU at Odisha University of Health Science premises, Bhubaneswar will serve as a single point of contact which shall be providing support on both technical and domain (business process) related information to Department Users and End Users.
- h. **The bidder must comply to the minimum wage's notification issued by Labour and ESI Department, Government of Odisha time to time.**
- i. The TSU will serve as a single point of contact for reporting / resolution of all tickets queries, errors, incidents, issues either business or application or operations.
- j. The members of this team would be deployed at a central location (Odisha University of Health Science, Bhubaneswar).
- k. The computing infrastructure (viz. Laptop/desktop computer, Telephone and audio / video collaborative software with call logging and ticketing system) should be provided by System Integrator. However, Internet connectivity and sitting arrangements shall be provided by OUHS.
- l. Broad scope of the TSU as follows
- i. Co-ordinate with the SI's development team and OUHS for project implementation.
 - ii. Address the application related functional queries raised by officials of the OUHS.
 - iii. Co-ordinate with SI for all types of issue management / redressal in relation to the application software, MIS reports, etc.
 - iv. Overall supervision of project implementation.

m. Qualification and Experience of PMU Resources

SI#	Competency Area	Minimum educational qualification, Skill and Experience
1	Project Manager	<p><u>Basic Qualification & Experience:</u> B. E/ B. Tech/ MCA with MBA and 10 years of work experience with Good communication skills.</p> <p><u>Project Experience:</u> 5 years in implementation of University Management System or related projects as Project Manager</p> <p><u>Preference:</u> PMP/PRINCE2 certification</p>
3	Solution Architect	<p><u>Base Qualification & Experience:</u> B. E/ B. Tech/ MCA/ Graduation and 5 years of work experience with Good communication skills</p>

Sl#	Competency Area	Minimum educational qualification, Skill and Experience
		<u>Project Experience:</u> At least 3 years as Systems Analyst/Solution Architect (must have domain knowledge about function of universities)
4	Handholding support Assistant/ Trainer	<u>Basic Qualification & Experience:</u> BSC (IT)/MSC(IT)/MBA(IT) or any equivalent IT qualification with 2 years of experience in customer support and good communication skill <u>Project Experience:</u> Should have domain knowledge in respective University Management Module
5	Helpdesk Support Staff	<u>Basic Qualification & Experience:</u> Any Graduate with PGDCA <u>Project Experience:</u> At least 2 years' experience on providing IT support. <u>Expertise:</u> Must have knowledge on Internet, Ms-Office, Basic hardware troubleshooting etc.

8.2 Guiding Principles / Compliance to standards

The System Integrator shall ensure that the system complies with defined industry standards (their latest versions as on date) as applicable. This will apply to all the aspects of solution including but not limited to its design, development, security, installation, and testing. The suggested architecture must be scalable and flexible for modular expansion. The system shall allow ease integration with software / applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments etc.) as well as there may be loose/tight integration with backend system of other departments depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of the Department.

8.2.1 Standards

- a) The system architecture should be based on industry standards and protocols.
- b) The system will be centrally deployed and globally accessed.
- c) Single-Sign On: The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session.
- d) Support for PKI based Authentication and Authorization: The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Certifying Authorities (CA).

- e) **Scalability:** The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance.
The system should be flexible to cater to changing business, industry and compliance requirements (including reporting requirements in proper formats).
- f) **Security:** The solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
- Application Security:** The solution should have appropriate authentication mechanisms.
 - Data Protection:** The solution should support SSL encryption mechanism for transferring data across network.
 - Application Deployment:** All unused ports should be blocked at server machines. The application server should be segregated from internet zone through firewall or other filtering mechanism.

A reference list of the minimum industry standards which the system components should adhere to is mentioned below:

Sl#	Component	Standards
a)	Information Access / Transfer Protocols	SOAP, HTTP/HTTPS
b)	Interoperability	Web Services, Open Standards
c)	Portal Development	W3C Specifications
d)	Document encryption	PKCS specification
e)	Information Security	ISO/IEC 27001:2015
f)	Operation	ISO 9001 Certified
g)	Service Management	ISO 20000 specifications or latest
h)	Project Documentation	IEEE/ISO Specifications for documentation
i)	Data Standards	All-important data entities should be in line with standards published by DeITY.

8.2.2 Application Design and Development

- **Compliance with industry standards:** Solution shall be compliant with industry standards (their latest stable versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.
- **Platform Flexibility:** Open Standards and Interoperability (Usage of standard APIs) shall be considered Web-centric, multi-tier architecture shall be used.
- **Compliance to SOA and EAI:** Application shall be based on Service Oriented Architecture (SOA) and Enterprise Application Integration (EAI). All modules of the application shall expose key functionality through Software APIs in form of SOAP & WS-* or JavaScript Object Notation (JSON) & Representational State Transfer (REST) etc. so that they can be

consumed by other applications.

- **User Interface:** The application's UI should be based on HTML5 standard and should be compatible with all devices like Desktop, Smartphone, and tablet etc. The application interface should be responsive and compliance to GIGW guideline of Govt. of India
- **Error Handling:** Ensure applications execute proper error handling so that errors will not provide detailed system information, deny service, impair security mechanisms, or crash the system.
- **Rich User experience:** The solution shall have capability where any services like Payment Gateway, the mobile devices for queries/ reporting and providing day-to- day approvals by competent authorities as per authorized workflow for different kind of requests; and external entities like bank, departments and others can invoke this framework by passing the required parameters and specifying the desired output.

8.2.3 Technology Standards

- **Browser Compatibility:** Proposed solution should support common web and mobile browsers like Google Chrome, Microsoft Edge, and Firefox etc.,
- **Device Support:** Application shall be accessible on all popular devices (PC, mobile or tablets) and across all popular operating system platforms like Windows/ Apple for PCs and Android/ IOS for mobiles through browsers.
- **Scalability, Reliability and Flexibility:** The technology must be scalable with Department's emerging requirements and must continue to be reliable as the information handling needs of the government increases. The architecture must be scalable and flexible for modular expansion. The SI shall plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically as, and when required in future, without disturbing the normal functioning of production system. The vertical scalability in servers in terms of additional processors and RAM will have to be provided for handling future growth in transactions.
- **Interoperability:** The system should be interoperable and should comply with open standards for easy integration. The entire system/ subsystem should be interoperable, in order to support information flow and integration. Operating systems and storage technologies from several suppliers must interact well with each other.

8.2.4 Security Standards

- **Application Access:** Ensure applications processing data properly for authenticated users (through central authentication systems). Establish authorizations for applications by affiliation, membership, or employment, rather than by individual. If individual authorizations are used, these should expire and require renewal on a periodic (at least annually) basis.
- **Security:** application shall support both HTTP and HTTPS

- **Role based access management:** The modules covered under this RFP should have in-built role-based access management. The solution must facilitate access controls for specific users to only certain resources/services in the system and at the same time system must provide ability to integrate with single sign-on to all functional areas.

8.2.5 Other Technological Requirement

- a. The bidder is free to quote any systems software (excluding Operating System) like database, application server, any third party etc. as per the requirement of their proposed solution.
- b. **All the third-party software used for implementation of solution should be “Enterprise” version.**
- c. **The bidder should conduct the sizing of requirement and the quote the required software licenses with respective OEM support for a period of 6 years normal/standard support.**
- d. **All the license must be procured in the name of OCAC/E&IT Department, Govt. of Odisha and cost towards same will be borne by the bidder (as mentioned in price bid format).**
- e. The bidder has to mention the details of the software with quantity in unpriced bill of material in Technical bid.

8.3 General

8.3.1 Change Request Management

Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios, there may be a need of modification of the software modules beyond FRS/SRS/Scope document mentioned in this RFP. It may also be required to develop new software modules beyond the coverage of FRS/SRS/Scope document.

- a) The activities that will be treated as enhancement services is mentioned below:
 - Functional changes in the application
 - Development of new module/sub-module/Form/Report in the developed system
 - Changes in the workflow or core application framework
 - Integration with any new system
 - Additional onsite resources in the project
- b) The procedure for executing the change request is as follows:
 - Analysis: SI will analyse the changes suggested and submit an effort estimation including timeline to OCAC/OUHS.
 - Approval: OCAC/OUHS shall do the due diligence and provide approval on the effort and timeline suggested.
 - Incorporation: After receiving the approval from OCAC/OUHS team will incorporate the changes in the application.

- On approval, SI shall deliver the services and raise the claim as per actual according to the Commercial Bid.
- The SI can raise claims under this head as per actual consumption of service duly approved by OCAC/OUHS.

8.3.2 Exit Plan

- a) The selected firm shall provide systematic exit plan and conduct proper knowledge transfer process to handover operations to OCAC/OUHS technical team within 15 days from the receipt of notice of termination or at least three months before project closure.
- b) IT resource persons of OCAC/OUHS will work closely with resource persons of SI at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The SI will ensure capacity building of the IT resource persons of OCAC/OUHS on maintenance of software and infrastructure.
- c) All information (including but not limited to documents, records and agreements) related to the services reasonably necessary to enable OCAC/OUHS or its replacing SI to carry out due diligence in order to transition the provision of services to OCAC/OUHS or its replacing SI (as the case may be).

8.3.3 Project Documentation

The SI will share below list of documents during the project contract period.

- a) During Requirement study phase
 - Project Inception report
 - System requirement Study Documents (SRS/FRS)
 - Screen prototypes & prototype walk through
 - High Level Design (HLD)/ Low Level Design (LLD) Including
 - i. Application architecture documents
 - ii. ER diagrams and other data modelling documents
 - iii. Database design
 - iv. Application component design including component deployment views, control flows, etc.
 - v. Application flows and logic
- b) During Design, Development and Testing phases Phase
 - Approved design plan
 - Test Plans, Test cases, Test Result
- c) Third Party Audit
 - Report of security audit and Safe- to-Host Certificate
- d) Training
 - User Manual

- FAQ Documents
 - Help documents
 - Video tutorials
 - Application Installation & Configuration Manual
- e) User Acceptance Test and Go- Live
- UAT Certificate
 - Go- Live Certificate

All the above documentation should be done as per IEEE/ISO/CMM Standard

8.3.4 Application Availability & Performance

8.3.4.1 Post Implementation

* QGR= Quarterly Payment

Service Category	Description	Required Service Level	Penalty	
			% Availability in business hour	Penalty as %
Application availability	Availability of all Modules for at least 99.9% of time measured on monthly basis for a 24x7x365 time period excluding the OSDC Hardware/network downtimes, if any as per the OSDC performance reports. The non-availability for application service, website will be measured on monthly basis and excluding the scheduled maintenance shutdown. Performance of system refers to the proper and timely functioning of the system's functionalities. The applications should be available and performing as per functionalities.	99.9%	<99.9% & >=99%	0.5% of QGR
			< 99% & >= 98%	1% of QGR
			< 98% & >= 97%	2% of QGR
Application Performance	a) Average Page opening/loading time - 7 seconds b) Average response time for retrieval of information from server – 7 seconds	95% (Response time of services, measured)	<95% & >=93%	0.5% of QGR
			< 93% & >= 91%	1% of QGR
			< 91% & >= 89%	2% of QGR

Service Category	Description	Required Service Level	Penalty	
			% Availability in business hour	Penalty as %
	c) Business Transaction Response Time involving uploading/downloading of documents - 30 seconds (Considering average 5 scanned documents of 0.5 Mb)	monthly)		

- a) For each additional drop of 1% in Application availability below 97%, 2% of the Quarterly Instalment of Managed IT/Service Delivery Phase will be levied as additional penalty.
- b) Application availability at OSDC of less than 97% continuously for two quarter will be considered as the Breach of the Agreement in case of O&M Phase and OCAC/OUHS reserves the Right to terminate the agreement.
- c) The non-availability for application service, website measured on monthly basis and excluding the scheduled maintenance shutdown. Performance of system refers to the proper and timely functioning of the system's functionalities.
- d) The applications should be available and performing as per functionalities.
- e) Standard Bandwidth for analysing response time of the developed/ customized application will be 256 Kbps.
- f) For each additional drop of 1% in Application performance below 89%, 2% of the Quarterly Instalment of Managed IT/Service Delivery Phase will be levied as additional penalty.
- g) The maximum penalty capping per quarter is 10%.
- h) Application availability and performance will be monitored and reports will be generated as per the monitoring system deployed at OSDC.

8.3.4.2 During Implementation

In case of delay in implementation of the project as per the Delivery Schedule mentioned in the RFP, penalties shall be imposed as mentioned below:

- a) In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the SI shall be liable to a penalty @ 0.25% of the value of work order for the respective component/item, for every week of delay up to a maximum of 10%, after which OCAC/OUHS shall be at liberty to take action against the SI as deemed proper (such as cancellation of order, increase of penalty percentage etc).
- b) For the purpose of this clause, part of a week shall be considered to be a full week.

- c) Penalty will not be applicable if the delay is not attributable to the SI. However, in such cases SI has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.
- d) Bidder has to conduct training programme and refresher training as and when required during the project implementation timeline of 5 years without any additional cost.

8.3.4.3 Reporting Procedures of SLA

The SI's representative will prepare and distribute Service level performance reports in a mutually agreed format by the 10th working day of the completion of each month. The reports will include "actual versus target" Service Level Performance, a variance analysis and discussion of appropriate issues or significant events.

8.3.4.4 Service Level Metrics for Application Management

The purpose of this SLA is to clearly define the expected levels of service to be provided by selected SI to purchaser during the entire duration of this contract or till the amendment of SLA whichever is earlier.

8.3.4.5 Definitions

- a) "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity. The scheduled maintenance time would not be during Working Hour timeframe. Further, scheduled maintenance time is planned downtime with the prior permission.
- b) "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the applications within the Primary DC, DR and critical client site infrastructure will be 12 hrs. X 7 days X 12 months.
- c) "System downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time.
- d) "Availability" means the time for which the services and facilities are available for conducting operations including application and associated infrastructure. Availability is defined as:
$$\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} 100\%$$
- e) "Incident" refers to any event / abnormalities in the functioning of the Data Centre Equipment / Services that may lead to disruption in normal operations of System or Application services.

8.3.4.6 Interpretations

- a) The business hours are 10:00AM to 5:30PM on all Govt. of Odisha working days.
- b) "Non-Business Hours" shall mean hours excluding "Business Hours".
- c) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements.

- d) Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the SI on monthly basis in the suggested format for review. The monthly Availability and Performance Report shall be containing the summary of all incidents reported and associated SI performance measurement for that period.
- e) The SI is expected to provide the required service levels. In case the service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the SI are linked to the compliance with the SLA metrics laid down in the tables below. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. the OCAC/OUHS and SI.

8.4 Functional Requirement

The following section comprises of the requirements, solutions, features and implementation methodologies of the University Automation System (COTS based Solution). It provides the user OUHS with an outline of our work procedures & assumptions of the project.

8.4.1 System Overview

Following are the general features required in the University Automation System

8.4.1.1 General Functionalities

- ✓ Web-based application
- ✓ Secure web-based access
- ✓ Access with single sign-on
- ✓ Capability for bio-metric, internet banking, and smart card inputs
- ✓ Capability for continuous improvement and up-gradation
- ✓ Configurability through web-interface and client interface
- ✓ Provision for decision support mechanism
- ✓ Workflow based process approval and archival mechanism
- ✓ Comprehensive data and application security features
- ✓ Adequate security provisions for preventing tampering of the software as well as data
- ✓ Archival of information and data
- ✓ Provision for role-based access rights
- ✓ Provision of interactive validations of data entries
- ✓ Provision for data item-based access rights
- ✓ Provision for reports generation as per requirements
- ✓ Target users - The proposed application must be able to support a spectrum of users, namely the following with a personalized access:
 - Administrative offices (centralized operations and backend support)
 - Departmental administration (distributed operations and support)
 - End-users (students, faculty, and staff)
 - Management (informational and analytical)
- ✓ Archiving - The application should
 - Provide a Data Archival utility as a part of the standard offering.
 - Facilitate the query and reporting on archived data.
- ✓ Audit Trail - The application should
 - Record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.
 - Enable which fields or tables are to be audited through a delivered tool
- ✓ 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 screen / form 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
 - Single sign-on for all system components
 - Support for a central authentication scheme
 - Ability to define multiple level authority, comprehensive set of user roles and permission lists, and flexible segmentation of data
 - Ability to manage access to authorized functions based on the roles represented in the account
 - Ability to manage access to different segments of data depending on the role
- ✓ Reporting and data extraction - The system supports
 - Include a standard set of reports based on industry best practice
 - Have ad hoc reporting capability that is user friendly and easy to use
 - Support ability to report to file as well as other means
 - Provide good interfacing mechanism
 - Support downloading capability in a variety of formats as well as direct import from software such as EXCEL.
 - Have standard data analytics reports
- ✓ Customizability - To minimize the need/impact of customization, the proposed system should, wherever appropriate, support
 - Flexible customization capabilities
 - Flexible data structures with user-definable fields
 - Callable functions to access data/functions with application conforming to industry standards
 - Ability to extend/change existing pages without much impact on the application
 - Ability to add/modify the existing workflows.
- ✓ Multi-Dimensional
 - Need to have unitary university/college and affiliated university different functionality
 - The same module like admission process for affiliated university will be different for unitary college/university
 - The examination module for autonomous college/university will be different for affiliated university
- ✓ Mobile/Tablet based
 - Some of the functions for students and faculty will be online mobile based app

- Some of the functions like admission, attendance, mark entry, fee collection for admin will be mobile/tablet based

8.4.2 Functional Overview

8.4.2.1 University Management

8.4.2.1.1 Affiliation Management

This module shall manage receipt and processing of online applications, enable approval and rejection of applications and includes filling, submission, scrutiny, verification, approval or rejection of online applications for affiliations from affiliated institutes

- This module shall provide facility to apply and fill the related application forms, while applying for affiliation
- facility to upload various credentials and documents required for affiliation and affiliation renewal, as prescribed by the university.
- Facility to apply and processing for affiliation renewal
- College Infrastructure Details: Module shall provide facility for the colleges to submit and update the infrastructure details of the college.
- Display all the affiliation and registration related alerts and notifications to the colleges.
- Provide facility of payment of affiliation and affiliation renewal fee online to the university.
- Registration as Test Centre: This module shall provide facility for the colleges to register as a test Centre for conducting examinations, as per the eligibility and requirements prescribed by the University. The University may or may not choose to conduct examination on any particular Centre in any particular year.

8.4.2.1.2 Affiliated College Management

Affiliation Application: This module shall be used by the university to accept the applications for affiliation from the colleges process them and after appropriate verification, grant affiliation to the colleges.

Credentials Verification: This module shall be used by the University to verify and approve the credentials submitted by the colleges. The University may conduct physical inspection etc., as per the rules of University.

Affiliation Notifications: This module shall be used to push notifications related to fresh affiliations, affiliation renewals etc. to colleges, students and public.

Affiliation Fee Management: This module shall be used to manage the fee payments made by colleges for affiliation application and renewals.

Seats Allotment: This module shall be used to manage seats allotment to various colleges based on the regulations of the University and requirements met by the colleges.

Grievance Redressal: This module shall be used by the University for redressal of grievances raised by the colleges.

Student Grievances: This module shall provide the facility to view and respond to various grievances raised by the students to college or the student grievances forwarded to colleges by the University.

Communications: This module shall be used by the university to push various communications/rules/laws /regulations /guidelines etc. to the colleges.

Grants/ Funds Management: This module shall be used by the University to create various grants and funds for the colleges, create application forms for the same, and receive applications and verification and approval for the same. This module shall also provide functionality for appropriate tracking, management, and generating utilization reports for Grants/ Funds by the University.

College Dashboard: This module should provide facility for dashboard for each of the affiliated colleges on seat matrix, course offered, result analysis etc.

8.4.2.1.3 Academics Management- Course Planner

Course and Curriculum Management

- Course List Management: Through this module, the University shall be able to manage the list of all the courses, along with their associated fraternities etc.
- Define courses conducted by the Institute under different categories viz. graduation, post-graduation, Ph. D etc
- Define the course structure or scheme of examination for each of the courses under all the categories.
- Define papers included under each of the courses.

- Enter details of the papers such as its nomenclature, paper type like Theory or Practical etc.
- Enter the marks details for each paper type which includes max, min marks for passing etc.
- Defining student's eligibility for taking a particular course.
- Curriculum Content Management: Through this module, the University shall be able to prescribe the content for each course and update it from time to time.
- Guidelines for Practical Exams/ Viva: Through this module, the university shall be able to set the prescribed the guidelines for practical exams and other internal exams.

8.4.2.1.4 Course Scheduling

- The module should provide facility to prepare the teaching plan of each of the course
- Preparation of course wise and institute wise timetable by the university which shall be followed by the colleges/institutes
- Recording of consolidated attendance of faculty and students (course/college wise)
- Generation of reports

8.4.2.1.5 Web portal

Currently, OUHS has a simple CMS based web portal. This portal should be taken over by the selected bidder and do necessary enhancements to accommodate the requirement mentioned in this RFP. The source code of the existing portal shall be provided by the OUHS/OCAC.

It should be able to generate the dynamic portals for University, individual colleges and individual students based on the information provided through Content Management System.

- i. University Portal
- ii. Colleges Portal
- iii. Content Management System for Portals

8.4.2.1.6 University Dashboard

MIS Reporting: This module shall be able to generate various MIS reports for the University. This module shall be able to create views for MIS reports from the various combinations of data fields in the databases, and provide facility to download them in the popular formats.

Affiliation Status: This module shall display the affiliation status of various colleges in the dashboard view to university.

Students Status: This module shall display the status of the students enrolled with the university. The University shall be able to see the list of students' colleges wise, course-wise, region-wise etc. as per the requirements of the university.

Alumni Suggestions: This module shall display the alumni suggestions/ feedback received by the University. The university shall be able to initiate discussion/respond to discussion based on any such suggestions/feedback.

8.4.2.2 University Campus Academics Management

8.4.2.2.1 Academics (Course, class, subject)

Through the course allotment module, the university shall be empowered to decide what courses may be taught by a faculty. No faculty shall be allowed to teach the courses beyond the permitted courses, under normal circumstances.

8.4.2.2.2 Time Table & Attendance

- The module should provide facility to prepare the teaching plan of each of the course
- Preparation of course wise time table
- Recording of attendance of faculty and students
- Allocation of classroom and labs as per the availability
- It should have provision for daily and weekly view of timetable, automatic generation of timetable based on rules, support for student selected time table.
- Provision of self-service capabilities for students to see the timetable, attendance and etc.
- Generation of reports

Attendance Management: This module shall provide the facility to monitor the attendance of the faculty. This module shall provide APIs to integrate with attendance management systems of the colleges. It should also provide the college administration to upload the attendance through excel, and also to manually enter the same.

Notification: Teaching time table with alert mechanism: it will show the teaching time table of the faculty fixed by the university.

8.4.2.2.3 Course Coverage Management

This module should provide the facility for overseeing and coordinating the curriculum, course offerings, and related activities across various institutions within a larger university system. It aims to ensure consistency, quality, and alignment with academic standards.

8.4.2.2.4 Library Management

This module shall support in managing the various resources in a library, and maintaining the catalogue of items, processing issues and returns, booking and prioritization, binding, and other vendor interactions and management & collection of late fee and damages from students or faculty.

8.4.2.2.5 Student Feedback Management

- This module shall provide a configurable capability to custom create student feedback templates.
- It shall help in configuring and capturing responses of students, faculty, employees and other stakeholders of the Institutes.
- It should support analysing feedback responses.

8.4.2.2.6 PhD Lifecycle Management

The complete system from PhD registration to PhD award.

8.4.2.2.7 Internship & Placement System

The complete lifecycle from internship apply to selection to join. Placement apply to selection to join.

8.4.2.3 Student Lifecycle Management

8.4.2.3.1 Admission Management

This module should be provided to monitor and supervise admission of students in various colleges. The feature should cover following functionalities

- Admission Management: This module shall provide the facility to receive the application submitted by the students for admission, its processing, verification and granting the final admission to the student.

- Registration: it should provide facility to generate unique Registration number from the OUHS for each student during their study
- Attendance Management: This module shall provide facility to the colleges to monitor the attendance of the students for the courses registered in any particular semester. The attendance monitoring system suggested by the system provider should use open standards and should be easily integrated with most of the biometric hardware present in the open market. Any integration with attendance system should be done without any additional financial implications.
- Semester Registration (enrolment) Management: Once the student is granted admission to a college, he is required to register for the semesters on a periodic basis throughout his entire course. This facility shall provide the facility to register for a semester and choose the compulsory and elective subjects, as prescribed by the University.
- Examination Enrolment: It is envisaged to provide ability to register for an examination. The student is generally allowed to register for an examination on the basis of his/her class attendance. The system shall be able to automatically verify such eligibility criteria, and permit examination enrolment for only those students, who are eligible to appear for an examination. This shall be integrated with fee management in order to enable student to pay the examination fee online.
- Mark sheets Management: This module shall provide facility of mark sheets management and archival of mark sheets etc
- Generation of migration certificate: The module should provide facility for application to generation of migration certificate from university.
- Internship Management: Apart from regular courses, internship forms an important part of the curriculum in the medical community. It provides exposure to the students to learn and practice in more practical situations. Since internship is generally done outside the college of the student, where university doesn't have much jurisdiction, it becomes important that the internship of the students, its progress etc. is monitored and captured effectively by the University, to ensure quality of overall education imparted to the students.

8.4.2.3.2 Student Data Management

- The student data management module shall help the institution to maintain the student records of all the students admitted and make these details available to the students, parents and other stakeholders.
- It shall have the provision to keep a record of the basic, academic and personal details of the students, their 360-degree view of academic performance and all institute interactions
- Have ability to upload student academic and extracurricular documents.

8.4.2.3.3 Student Transfer Management

This module shall provide the facility of accepting the transfer requests by the students to both present and desired colleges. The entire application form, transfer fee management etc. shall be part of this module. Also, any transfer request shall be duly approved by the University through the system, before such transfer takes place.

8.4.2.3.4 Student Exit Management

This module shall provide the facility for complete process of exit of a student such as no dues clearance, college leaving certificate etc.

8.4.2.3.5 Student's Portal with Dashboard

- The student's dashboard is essentially the view of the website, which is displayed at the student's homepage. Besides other facilities and features, the student's dashboard must provide the below mentioned information/facilities/features to the students. The student shall be provided unique IDs and password at the time of registration to access this facility.
- Notifications: This feature shall provide information/ notification about the general events/ news related to the university and the respective college of the student. It shall be fully integrated with the content management system, managed by the university.
- Fee/Payment Notifications: The automatic notifications for fee paid, fee to be paid etc. shall be reflected in the student's dashboard. This shall be fully integrated with fee payment module, and shall display the updates on real-time basis.

- Examination Notifications: The examination related notifications, such as declaration of dates, availability of registration forms, availability of hall tickets, etc. shall be made available at the student's dashboard.
- Assignment: Facility to upload the assignment given to the student
- Student Self Service: This module shall provide a configurable capability to provide all the relevant student information in one place.
 - Student shall be able to view information and also place a request like request for duplicate ID card.
 - Students can view timetable
 - Student can view fee
 - Students can pay fee online

8.4.2.3.6 Alumni Management

The alumni management system should promote interaction among alumni and should provide newcomers to the University with valuable social and professional contacts. This module should provide a way for alumni to help each other as well as University students, who seek guidance in pursuing their education and starting their careers. The features should include

- Alumni Portal for Members and Portal Admin
- Alumni Database management
- Alumni Directory with Member Address Book
- Alumni verification by Staff - Membership Management - Registration and Approval by College Members Profile Management - Basic Information and Professional Information
- Alumni Registration on Portal
- Alumni dashboard

8.4.2.4 Faculty Lifecycle Management

8.4.2.4.1 Faculty Profile Management

Personal Details: This module shall capture all the personal details of the faculty, which can come handy to the university and colleges, as and when required. This must contain some fields, such as contact number, email ids, permanent address etc., which a faculty shall be allowed to change as and when required.

Professional Details: This module shall capture all the professional details of the faculty, which can come handy to the university and colleges, as and when required. This is intended to capture all the professional details, such as educational background, years of experience in teaching as well as practice, achievements, publications etc. for the faculties.

Credentials Management: Credentials management module is aimed to keep the softcopies/ scanned copies of the qualification certificates of the faculty. This can be verified at any time by the College/ University administration

Papers Published: This module is intended to capture details of papers which are published by the faculty.

8.4.2.4.2 Faculty Registration Management

The faculty, which clears all the requirements and basic qualifications, shall register with the university to teach particular course/courses at the colleges. The faculty registration with the university shall be made mandatory in due course of time.

8.4.2.4.3 Faculty Transfer Management

Keep the information of employment history like leaving and rejoining in an affiliated college of the university

8.4.2.4.4 Faculty Exit Management

Keep all the process of clearance during exit.

8.4.2.4.5 Faculty's Portal with Dashboard

The faculty's portal and dashboard is essentially the view of the website, which is displayed at the faculty's homepage. Besides other facilities and features, the faculty's dashboard must provide the below mentioned information/facilities/features to the faculties. The faculty shall be provided unique IDs and password at the time of registration to access this facility.

Notifications: This feature shall provide information/ notification about the general events/ news related to the university and the respective college of the faculty. It shall be fully integrated with the content management system, managed by the university.

8.4.2.5 Learning Management System (Platform Only)

The scope of the LMS is to implement and maintain the Learning Management System solution to get one stop solution for conducting learning sessions using the best features available. LMS solution should provide complete automation of the learning lifecycle. The bidder needs to consider the following high-level features and detailed functional requirements while proposing solution.

- a. Content Repository Platform
- b. Content Management
- c. Content Delivery
- d. Assignment Management
- e. Feedback Management

The module should have following features

- This module shall serve the purpose of managing content repository, content creation and approval by faculties and content delivery.
- It shall enable instructors to maintain course curriculum and share same with students.
- It shall enable blended learning options to instructors and students including:
 - Need to have integrated Class Room Learning, E-learning and Virtual learning
 - Organize and schedule online quizzes
 - Share contents with students
 - Give Assignments
 - Track performance of participants
 - Upload lectures and study material
 - Link other free learning material
 - Create online content for the subjects using animations and visual aids.
 - Track Learning outcome
 - Plan and schedule sessions
 - Students and tutor's management
 - Create wait-list options for students opting for sessions
 - Upload and download session schedules to calendars.
 - Create and schedule any number of virtual meetings/classes
 - Pull reports on participants' details
 - Invite participants to register for such sessions
 - Chat with participants either in private or broadcast
 - Share whiteboard
 - Connect to already available sharing platforms like Webex, GoToMeeting or open source ones
 - Interact on global discussion boards
 - Create forum for a particular subject or sub-forums on various topics in that subject.
 - 'Ask an Expert' feature
 - Customize their learning dashboards

- Blend with communication modules
- It shall enable users, based on role level access & authentication, to access this database for reference or reporting or updation purposes with a search option on semester, department, roll number and course id etc.
- It shall trigger intimations in form of email and/or SMS as applicable in the process.
- Able to set individual leaning track
- Able to track individual performance
- Able to guide individuals on learning track
- Able to suggest different learning group in a class based on students' performance
- Able to create group is learning calendar
- Able to set group leaning track
- Able to track group performance
- Able to guide group on learning track

8.4.2.6 Faculty Development/Training Management (Platform Only)

This module should encompass a comprehensive set of functionalities and processes to support the professional growth and skill development of faculty members. The scope of this module should be designed to address the specific needs and challenges faced by universities in managing the training and development of their teaching and research staff.

The bidder should provide platform with following features

- a. Training Planner
- b. Training Administration
- c. Training Delivery
- d. Post Training with Certificate Mgmt.
- e. Training Feedback Management

Broad scope of work of this module as follows :

Create Training Plan/Planner

- Admin can add the Training topic and details along with the mode, class size, duration, start and end dates, etc.
- Will follow the appropriate approval workflow
- Once approved, the training shall be added in the system and added in the training calendar

Training Registration

- Trainees can see the identified list of trainings and self-register from the training calendar
- Trainees can attend the trainings. If training mode is online, can attend from the system

Training Delivery

- Candidates can check their training calendar and attend the training sessions
- Online classes can be conducted via Zoom, Google Meet or Bigbluebutton
- Offline classes can also be conducted
- Attendance

- Assignments
- Training content mapped to the training session can be accessed by the candidate for self-learning
- Feedback
- Post training assessment. Scores can be mapped with pre-assessment scores and learning goals to measure competency level

Feedback

- Mechanism for collection of feedback from participants

Certificate

- Candidates would receive certificates after successfully completing the training.
- Candidates should be able to download the certificates with their user ID from the system.

Analytics

- Dashboard and reports on various training activities
- Training analytics
- Training action analytics

8.4.2.7 Pre & Post Exam Management

8.4.2.7.1 Question Bank Management

This module should have following features

- Able to create question bank subject & chapter wise
- Able to upload question in a predefined format
- Have option to enter questions in scientific format
- Able to upload question in a predefined format
- Able to format question & enter scientific questions
- Able to have multiple choice but single answers
- Able to have multiple choice but multiple answers
- Able to have single answer numeric answer
- Multiple choice Single Response Without Answer
- Multiple Choice Multiple Response Without Answer
- Able to set simple, medium and complex type questions
- Able to set Blooms taxonomy to questions
- One Word/Numeric Response Without Answer
- Able to have audio Questions
- Able to have video Questions
- Able to have question with Descriptive Response
- Able to create multiple question sets manually or automatically
- Able to set likely answer tips
- Able to give weightage to questions
- Able to have workflow to approve questions
- Able to create random question sets
- Able to keep questions in multiple language
- Able to keep questions in encrypted form
- Able to scuffle questions

Able to keep group questions unshuffled keeping rest intact.

8.4.2.7.2 Examination Enrolment (Registration/Form fill-up)

- This module is envisaged to provide ability to register for an examination. The student is generally allowed to register for an examination on the basis of his/her class attendance. The
- system shall be able to automatically verify such eligibility criteria, and permit examination enrolment for only those students, who are eligible to appear for an examination. This shall be integrated with fee management in order to enable student to pay the examination fee online.
- Form fill Up Uploading of students Form Fill up/Exam Registration data by the Institution semester wise in user friendly manner through their Login Id. (Portal to show all eligible candidates name with subject list required for form fill up)
- The student's data shall consist of basic details including photograph and also Subjects the student intends to appear exams
- The Back-paper students' data are also to be captured from the Institutions along with subjects in which the student has Back paper.
- The correctness of student eligibility and back paper subjects are to be verified by the system
- Individual student wise and semester wise Back paper list along with Teaching Evaluation Scheme
- Individual Institutions shall be provided with dash boards and reports on form fill up status of the students
- Online Payment of fees by Institution through portal via payment Gate ways Generation of MIS Report on Payment status and defaulters with SMS facilities to Institutions
- The system shall generate Question Paper requirements based on the form fill up data (taking into the subjects common to different branches/courses)

8.4.2.7.3 Scheduling and Test Centre Management

- This module shall be designed for allotment and management of test centres as per the capacity, and allot test centres to the students who are eligible to appear for the examination. Also, the university shall be able to manage the seating plan etc. for the test centres through this module.

- Time Table Preparation: This module shall be used by the university to design the time table for examination, keeping the test centre availability etc. in mind.
- Notifications Management: This module shall provide facility of pushing the notifications through emails and SMS, and at the dashboard of Colleges, students and parents, related to the examination.
- Teacher's Invigilation Duty Management: This module shall allow university to allot invigilation duties to various teachers/faculty/staff, along with the test centres and other essential details.
- Inspection Squad Duty Management: This module shall allow university to allot inspection squad duties to various teachers/faculty/staff, along with the test centres and other essential details.
- Printing of Attendance sheets separately for Theory and Practical Exams for recoding attendance on the day of exams. The Attendance sheet shall mention all the subjects and corresponding Answer Book Number against each student in a row with multiple student's name in a page.
- Capturing of Attendance of students appearing exams in a sitting of the day in online mode.
- Generation of Packing Slip with unique Packing slip number for each branch and subject with mention of roll numbers present and absent in that exams centre. The Packing slip shall be downloadable by institution through their Login.
- Hall Ticket Issuance (Admit card): This module shall be used by the University to issue hall tickets to all eligible students, in order to make them eligible to appear for the examinations.

8.4.2.7.4 Evaluation Management & Result Publication

- Evaluation Duties Management: This module shall be used by the University to allot duties for evaluation of the answer scripts. The answer scripts of the students, as per the allotted duties, shall be made available to the evaluators through the system.
- Tabulation: Process the scores obtained in different Theory subjects of Exams (to be provided by OUHS) along with Internal, Sessional and Practical Marks Collected through the portal, as per Examination rules of OUHS and compute the Results
- Generate Result sheets (Consolidated statement of results of all the students with all details of Marks semester wise) to be downloaded by the Institutions through their Login

- Generate Mark sheets of students of individual semester wise of all students to be downloaded by the Institutions through their Login
- Provide Tabulation Registers of all marks (Scored marks, Internal, Sessional and Practical Marks and computed Total Marks, Results etc) in appropriate format in appropriate media such as External Hard disk/Pen drive to OUHS
- Incorporate the Credit based system if any adopted
- Publish results through portal for easy access by the students
- Calculation of Division of students after processing of results of all semesters of all students of Final semester.
- Generation of Provisional Pass Certificate and Divisional Mark Sheets (containing Marks of all semesters in one page) to be downloaded by the Institutions through their Login
- Pushing of Pass Certificate and Divisional Marks sheet to Digi-Locker Account of all passed students and NAD (National academic depository) etc.
- Generation of Back Paper and Pass students' details in Appropriate Format to OUHS.
- Printed copy of Result Sheets of all students of all semesters in Bound Form to OUHS
- Generation of such other reports in connection with examination activities as listed above
- Provision for Re-evaluation of Answer Book and updating of Result
- Result Analysis
- Generation of Topper List semester wise branch wise

(Online Examination is not scope of the bidder)

Examination Notifications: The examination related notifications, such as declaration of dates, allotment of duties, etc. shall be made available at the faculty's dashboard.

Evaluation Notifications: The evaluation related notifications, allotment of duties, etc. shall be made available at the faculty's dashboard.

Results Notifications: The result related notifications, such as declaration of results, performance of the students related to faculty, overall performance of students across all colleges etc. shall be made available at the faculty's dashboard.

8.4.2.8 Administration

8.4.2.8.1 Finance and Accounts

The Finance & Accounts module shall provide facility for creating General Ledger, Accounts Payable, Accounts receivable, fixed assets, treasury, cash management, creation and approval of vouchers and invoices, creation of Audit reports, Creation of reports for various types of taxation and other features, as may be required by an organization. The System Provider must provide the details of the proposed solution.

- General Accounting: This module should support all the Finance and Accounting needs of an institute - general ledger accounting, accounts payable, accounts receivable, taxation, fixed assets, creation and approval of vouchers and invoices. It shall also provide support for various reports related to taxation, ledgers and transactions done. It should support
 - Creation of Chart of Accounts, Opening vouchers for General Ledger (GL), Accounts Payable (AP), and Accounts Receivable (AR) and ledger wise user access control.
 - Provision for creation of Journal Vouchers, creation of Purchase Vouchers, Expense Vouchers, Payment Vouchers, and Receipt Vouchers, Creation of Debit and Credit Notes, viewing sales invoices, carrying out inter unit transactions, and clearing University balances
 - Taxation: Support for different type of taxes, tax registers, creation and modification of the budgets and to control of operations. generation of GST registrar etc.
 - Balance Sheet and Profit and loss statements
- Fee Management & Tracking: The modules should be capable of allowing users to setup and define fee structure of any complexity with creation of different fee heads. The module also takes care of fees collection, exemption, adjustments, fine or refunds. Generate various management reports, fees slip and fee alerts to students before the due date (SMS and/or e-mail). The module integrates with Accounts so that the financial books are simultaneously updated. Built in Payment gateway enables online payment of fees.
- Online Fee Collection: Students will able to pay fee online pre-defined fee or adhoc fees.
- Asset Management: Asset management would help in maintaining records of all the assets the organization wants to monitor. It shall have details of their service schedules,

maintenance records, depreciated value and schedule for replacement. The module should provide following functionalities.

- Addition of Fixed Assets
- Value Addition to existing assets
- Fixed Asset Register
- Allocation/Reallocation of Fixed Assets
- Asset Transfer
- Asset AMC/Insurance Details
- Depreciation Calculation
- Declaration of Scrap/Sale/Auction

8.4.2.8.2 Grant and fund management

This module shall be used by the University to create various grants and funds for the colleges, create application forms for the same, and receive applications and verification and approval for the same. This module shall also provide functionality for appropriate tracking, management, and generating utilization reports for Grants/ Funds by the University.

8.4.2.8.3 Payroll

This module shall Manage entire payroll process and other HR activities. Create any number of salary heads, dynamic salary formulas, generate salary slips, credit salary to bank, calculate arrears, salary increments, arrear salary along with related calculations and compute tax. Salaries can be processed after considering factors such as attendance, leave, loans, PF deductions etc. Customized MIS reports can be generated at any stage.

8.4.2.8.4 HRMS (Human Resource Management System)

The HRMS shall be able to provide the standard features such as Organization Management, Recruitment Management, Employee Maintenance, Trainings attended, Leave Management, Attendance Management, Loans and Advances Management, Expense Claims Management, Transfer and Deputation Management.

8.4.2.8.5 RTI management

This module should cover the entire RTI process starting from the Online submission of application by citizen & response to such query by concerned department, online processing

of requested application, Forwarding of application to appropriate department, auto escalation of application through defined escalation process.

8.4.2.9 Award and Recognition management

- i. User Roles and Access Control
 - a. Administrator: Manage system settings, award categories, and user roles.
 - b. Faculty and Staff: Nominate candidates and participate in the evaluation process.
 - c. Students: Apply for awards and track their nomination status.
 - d. Reviewers/Evaluators: Evaluate nominations and select awardees.
- ii. Award Categories Management
 - a. Create and manage award categories with specific criteria and eligibility requirements.
 - b. Define the number of awards available for each category.
- iii. Nomination and Application Process
 - a. Faculty and staff can nominate candidates for various awards.
 - b. Students can apply for awards and submit supporting documents.
 - c. Online nomination and application forms with relevant fields and attachments.
- iv. Review and Evaluation Process
 - a. Assign reviewers/evaluators to specific award categories.
 - b. Enable evaluators to access and evaluate nominations securely.
 - c. Criteria-based evaluation with the ability to score and leave comments.
 - d. Consensus-building features to finalize awardees.
- v. Notifications and Communication
 - a. Automated notifications to nominees, nominators, and evaluators at different stages.
 - b. Send reminders for pending actions and deadlines.
 - c. Communication module for official announcements and updates.
- vi. Award Selection and Announcement
 - a. Compile evaluation results and determine the awardees based on scores.
 - b. Prepare official award letters and certificates.
 - c. Notify the selected awardees through the system.
 - d. Publicly announce the winners on the university's website or intranet.
- vii. Reporting and Analytics
 - a. Generate reports on the number of nominations and applications for each award.

- b. Track trends in the types of awards and their recipients over time.
 - c. Analyse evaluation scores and feedback to improve the process.
- viii. Award Ceremony Management
- a. Schedule and coordinate award ceremonies or events.
 - b. Manage RSVPs and attendee lists.
 - c. Generate event-related materials like invitations and programs.

8.5 Timeline & Tentative Deliverables

8.5.1 Phases of Implementation

Phase – I	University Management and University Campus Academics Management
Phase – II	Student Lifecycle Management Faculty Lifecycle Management Learning Management Faculty Training Management
Phase – III	Administration
Phase – IV	Exam Management Award and Recognition management

Though the modules shall be made live in phases and Operation and Maintenance(O&M) of respective modules also start accordingly, but Operation and Maintenance of all the modules should be co-terminus at same time i.e. 5 years from the date of Go-live of “Exam Management” module or 5 years and 5 months from the award of contract whichever is earlier.

Hence, the Operation and maintenance period of modules are as follows

Phase – I	5 years 16 weeks
Phase – II	5 years 17 weeks
Phase – III	5 years 11 weeks
Phase – IV	5 years

Bidder has to make the quote against the operation and maintenance accordingly.

8.5.2 Deliverables

The System integrator should furnish following documentations during the Project Kick off meeting

2. Detailed Project Plan
3. IT Infrastructure requirement Plan
4. System Architecture Document
5. Operation manual
6. Configuration Manual
7. Administration Manual
8. API integration document

9. Hardening checklist (if any)
10. Security Policy document
11. Aadhaar Compliance Audit
12. Exit Plan

Besides, the System Integrator must furnish following deliverables against each of modules

1. Functional Requirement Specification (FRS) Document
2. UAT Test Cases and scenarios
3. Module Configuration Document
4. User Training
5. User Manual with FAQ
6. Source Code (if the bidder has IPR on source code, they may furnish source code of customisation portion only)
7. Safe to Host Certificate from Cert-in-Empanelled firm

All deliverables must furnish in shape of both hard copy and soft copy.

8.5.3 Timeline and tentative deliverables

Phase of implementation	Deliverables	Time	Comments
Project Initiation	Detailed Project Plan	T+ 1 Week	In hard copy and soft copy format
IT System Requirement	Hardware & System Software Requirement (module wise)	T+2 Weeks	IT Infrastructure requirement Plan System Architecture Document
Modules covered under Phase-I (University Management)	FRS	T+3 weeks	FRS document
	Approval of FRS by OUHS	T+4 Weeks (T1)	
	Customization and Configuration	T1+ 6 Weeks	Module Configuration Document
	UAT	T1+7 Weeks	UAT Test cases
	User Training	T1+9 Weeks	User Manual, FAQ
	Security Audit	T1+9 Weeks	Safe to Host Certificate

	Go-live	T1+6 Weeks	<ul style="list-style-type: none"> • Deployment of resources as mentioned at 8.1.12.6 on Project Management Unit (PMU) Setup • Starting of helpdesk operation • Operation and Maintenance starts.
<p>Modules covered under Phase-II</p> <ol style="list-style-type: none"> 1. Student Lifecycle Management 2. Faculty Lifecycle Management 3. Learning Management Faculty Training Management 	FRS	T1+2 weeks	FRS document
	Approval of FRS by OUHS	T1+3 Weeks (T2)	By OUHS
	Customization and Configuration	T2+4 Weeks	Module Configuration Document
	UAT	T2+6 Weeks	UAT Test cases
	Aadhaar Compliance Audit	Compliance report from auditor	<ul style="list-style-type: none"> • First Audit should be completed within 8 weeks from UAT of Phase-II modules • Thereafter, by end of each calendar year • Audit should be carried out as per the "Requesting Entity Checklist" of UIDAI (Attached as Annexure)
	Security Audit	T2+6 Weeks	Safe to Host Certificate
	Go-live	T2+8 Weeks	<ul style="list-style-type: none"> • Deployment of Handholding support Assistant for Phase-II

			<ul style="list-style-type: none"> Operation and Maintenance of Phase-II modules
Modules covered under Phase-III (Administration)	FRS	T2+1 week	FRS document
	Approval of FRS by OUHS	T2+2 Week (T3)	By OUHS
	Customization and Configuration	T3+2 Weeks	Module Configuration Document
	UAT	T3+3 Weeks	UAT Test cases
	User Training	T3+3 Weeks	User Manual, FAQ
	Security Audit	T3+4 Weeks	Safe to Host Certificate
	Go-live	T3+4 Weeks	<ul style="list-style-type: none"> Deployment of Handholding support Assistant for Phase-III Operation and Maintenance of Phase-III modules
Modules covered under Phase-IV (Exam Management and Award and Recognition management)	FRS	T3+3 weeks	FRS document
	Approval of FRS by OUHS	T3+5 Weeks (T4)	By OUHS
	Customization and Configuration	T4+3 Weeks	Module Configuration Document
	UAT	T4+4 Weeks	UAT Test cases
	User Training	T7+4 Weeks	User Manual, FAQ
	Security Audit	T7+5 Weeks	Safe to Host Certificate

	Go-live	T7+7 Weeks (T8)	<ul style="list-style-type: none"> • Deployment of Handholding support Assistant for Phase-IV • Operation and Maintenance of Phase-IV modules
Security Audit	Safe to Host Certificate along with final audit report	By end of each calendar year (Except Calendar year 2023)	
Aadhaar Compliance Audit	Compliance report from auditor	<ul style="list-style-type: none"> • First Audit should be completed within 8 weeks from UAT of Phase-II modules • Thereafter, by end of each calendar year 	Audit should be carried out as per the "Requesting Entity Checklist" of UIDAI (Attached as Annexure)
Operation and Maintenance (All modules)	<p>All the activities as defined in the Section 1 (Terms of Reference) of this RFP</p> <p>Following Deliverables must be shared by System Integrator during O&M phase on monthly basis.</p> <ol style="list-style-type: none"> 1. Helpdesk sheet with Incident Tracker 2. Status Report 3. Attendance Sheet 4. Usage Report 	5 years from Go-live of Exam Management Module (under Phase-IV)	Operation and Maintenance of all modules should be co terminus at same time.
Submission of revised System Documentation	<ol style="list-style-type: none"> 1. Operation manual 2. Configuration Manual 	Within 4 Weeks from Go-live of	

	<ul style="list-style-type: none"> 3. Administration Manual 4. API integration document 5. Hardening checklist (if any) 6. 9. Security Policy document 	Exam Management Module (Phase-IV)	
Exit Management	Exit Management Document	Within 1 months from starting of 5 th year of Operation and Maintenance Phase	

* T – Project Start Date as per Contract/PO

8.6 Payment Terms

8.6.1 Software Modules

- 50% of the respective module cost shall be paid after UAT for the module.
- Balance 50% shall be paid after 3 months from the date of Go-live.
- 100% of Security Audit Cost shall be paid after submission of "Safe to Host" certificate.
- Operation and Maintenance of modules under Phase-I, II, III (till go-live of Phase-IV Exam Management Module) for a period of 14 weeks shall be paid after completion of 11 weeks from the date of Go-live of Phase-III modules.

8.6.2 Resource Cost

- 100% of the resource cost should be paid on quarterly basis after submission of Satisfactory performance report from OUHS.

8.6.3 Operation and Maintenance Cost

- Cost of Application Support, Operations and management will be paid equally in 20 QGRs.

8.6.4 System Software/Third Party Software

- 100% cost of system software or any third-party software (license cost) shall be paid on submission of license.
- 100% of the Annual Subscription/Annual Technical Support Cost (ATS) shall be paid at beginning of each year subject to submission of documentary evidence on subscription renewal/ATS

8.6.5 Other

- Taxes will be paid extra as per the rate prevalent at the time of billing.
- Payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.

8.6.6 Contents of technical bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, resource plan, application support, operation management plan with team structure, helpdesk operation plan with resources, system software required for implementation of project etc. in technical bid document.

9. Formats for Submission of Proposal

9.1 Pre-Qualification Bid Formats

9.1.1 FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To
The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar, P.O. RRL, Bhubaneswar - 751013.

Sub: RFP for Selection of System Integrator for Implementation of “Integrated University Management Solution For Odisha University of Health Sciences (OUHS)”

Ref: RFP Reference No. OCAC-SEGP-SPD-0012-2023-23106

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. OCAC-SEGP-SPD-0012-2023-23106, dated xxxxxxx. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR/Scope including of our technical and financial proposal are found to be deviated, then you shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

9.1.2 FORM PQ-2: Bidder's Organization (General Details)

(To be submitted on the Letterhead of Bidder)

Sl#	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Address of local office in Odisha.	
5.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
6.	Mobile no. of contact person:	
7.	E-mail address of contact person:	
8.	GST Number of the Firm	
9.	PAN No. of the firm	
10.	Turn over during last 3 Financial Years	
11.	Average Turnover during last three financial year ending on March, 2022	

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

9.1.3 FORM PQ-3 [Acceptance of Terms and Conditions]

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: RFP for Selection of System Integrator for Implementation of “Integrated University Management Solution For Odisha University of Health Sciences(OUHS)

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. OCAC-SEGP-SPD-0012-2023-23106 regarding RFP for Selection of System Integrator for Implementation of “Integrated University Management Solution for Odisha University of Health Sciences (OUHS).

I declare that all the provisions/clauses including scope of work of this RFP are acceptable to our company. I further certify that I am an authorized signatory of the company and I am, therefore, competent to make this declaration.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

9.1.4 FORM PQ-4: Project Citation Format

a)	Project Name:	
b)	Value of Contract/ Work Order (In INR):	
c)	Name of the Client:	
d)	Project Location:	
e)	Contact person of the client with address, phone and e-mail:	
f)	Project Duration:	
g)	Start Date (month/year): Completion Date (month/year):	
h)	Status of assignment: Completed / Ongoing (if it is on-going, level of completion)	
i)	Narrative description of the project with scope:	
j)	List of Services provided by your firm/company:	

9.2 Technical Bid Formats

9.2.1 FORM TECH-1 Technical Bid Cover Letter

To

The General Manager (Admin)
Odisha Computer Application Centre
(Technical Directorate of E & IT Dept, Govt. of Odisha)
N-1/7-D, Acharya Vihar P.O. - RRL,
Bhubaneswar - 751013

Subject: RFP for Selection of System Integrator for Implementation of “Integrated University Management Solution for Odisha University of Health Sciences (OUHS)”

Bid Reference No - OCAC-SEGP-SPD-0012-2023-23106

Dear Sir/Madam,

We, the undersigned, offer to provide solution to OCAC, for Implementation of **“Integrated University Management Solution for Odisha University of Health Sciences (OUHS)”**

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

9.2.2 FORM TECH-2: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability

Bidder has to provide details of the entire solution proposed, along with its key differentiators, covering all requirements as listed out in Volume-II of this RFP.

Bidder has to specifically include (but not limited to) diagram and detailed description of the following:

- a) Functional Architecture
- b) Technical Architecture
- c) Network Architecture
- d) Deployment Architecture
- e) Security Architecture

Bidder must cover all aspects of the solution while showcasing its scalability, completeness, simplicity and interoperability.

Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

A. Solution Proposed

S.No	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/AT S/: as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)

B. Bill of Material (Software) – Bidder only to propose. To be finalized and procured by OCAC in discussion with the System Integrator.

S. No	Item	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Unit of Measurement	Number of Licenses (Development Environment)	Number of Licenses (UAT)	Number of Licenses (Training)	Number of Licenses (Data Centre Production)	Number of Licenses (DR Site)

C. Bill of Material (Infra Sizing)

Provide the following information in a table

- (i) Reference of the server/storage information in the Submitted Proposal.
- (ii) Quantity
- (iii) Operating System along with version (if applicable)
- (iv) Processor and Number of Cores Offered (if applicable)
- (v) Memory (as relevant)
- (vi) Additional Information as required to indicate the compliance to the requirements in the RFP (ex, Capacity, Disk Space, Security etc.,)

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization:

Date:

Place:

9.2.3 FORM TECH-3: Description of Proposed Approach and Methodology

Bidder is free to propose any type of approach for Implementation of “Integrated University Management Solution for Odisha University of Health Sciences (OUHS)

9.2.4 FORM TECH-4: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies

SL#	Deliverable/ Activity*	Months							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									

9.2.5 FORM TECH-5: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the Person	
Current Designation/Role	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> (i) Degree (ii) Academic institution graduated from (iii) Year of graduation (iv) Specialization (if any) (v) Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> • Organizations worked for in the past <ul style="list-style-type: none"> ○ Organization name ○ Duration and dates of entry and exit ○ Designation Location(s) ○ Key responsibilities • Prior project experience <ul style="list-style-type: none"> ○ Project name ○ Client ○ Key project features in brief ○ Location of the project 	

<ul style="list-style-type: none">○ Designation○ Role○ Responsibilities and activities○ Duration of the project <p>Please provide only relevant Projects.</p>	
Proficient in languages (Against each language listed indicate if speak/read/write)	

9.2.6 FORM TECH-6: Team Composition

Bidder needs to provide the Team Composition in the Implementation and Support phase in the following template.

Name of Proposed Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

9.2.7 FORM TECH-7: MANUFACTURER'S AUTHORIZATION FORM (MAF)

(To be submitted on the Letterhead of OEM)

To
The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Issue of the Manufacturer's Authorization Form (MAF)

Ref: Tender Ref No. OCAC-SEGP-SPD-0012-2023-23106

Madam/Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having offices at {addresses of office location} do hereby authorize {M/s _____} who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Software manufactured by us: -

{OEM will mention the details of all the proposed product(s) with their make/ model.}

We undertake to provide OEM Support / Warranty for the offered item, as mentioned above, for <please specify as per Tender requirements> Years.

We hereby confirm that the offered Software is not declared as End-of-Service/ Support on the date of bid submission and comply with the technical specifications mentioned in this Tender.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

9.3 Financial Bid

9.3.1 FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: RFP for Selection of System Integrator for Implementation of “Integrated University Management Solution For Odisha University of Health Sciences(OUHS)

Ref: RFP Reference No: OCAC-SEGP-SPD-0012-2023-23106

Madam/Sir,

I/We, the undersigned, offer to provide the service for customization and implementation of “Integrated University Management Solution for Odisha University of Health Sciences (OUHS) as per RFP No. OCAC-SEGP-SPD-0012-2023-23106 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of all applicable taxes and duties.

a) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Chapter 8. These prices are indicated in the Financial Bid as part of this RFP response.

b) PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years from the date of opening of the Bid.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

c) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

We understand that our proposal is binding on us and that you are not bound to accept any proposal you receive.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.

Seal

9.3.2 FORM FIN-2: Financial Bid

Bidder has to furnish the Financial bid as per the excel sheet as well as upload the financial bid in PDF file (after printing of the same in company letter head)

Rate to be quoted excluding GST**9.3.2.1 Cost Summary:**

Sl. No.	Item	Price excluding GST (In INR)
1	Software and Services (Sub-total of 9.3.2.2)	
2	Resource Deployment (Sub-total of 9.3.2.3)	
3	Any Other Cost (Please Specify in Detail)	
Grand - Total		

9.3.2.2 Software and Services

Sl. No.	Item	Unit Cost (In INR)	Quantity	Unit	Total Cost (Excluding GST)
1.	All the sub-modules defined at Clause no. 8.4.2.1 on University Management			Lumpsum	
2.	All the sub-modules defined at Clause no. 8.4.2.2 on University Campus Academic Management			Lumpsum	
3.	All the sub-modules defined at Clause no. 8.4.2.3 on Student Lifecycle Management			Lumpsum	
4.	All the sub-modules defined at Clause no. 8.4.2.4 on Faculty Lifecycle Management			Lumpsum	
5.	All the sub-modules defined at Clause no. 8.4.2.5 on Learning Management System			Lumpsum	
6.	All the sub-modules defined at Clause no. 8.4.2.6 on Faculty Development/ Training Management			Lumpsum	
7.	All the sub-modules defined at Clause no. 8.4.2.7 on Pre & Post Exam Management			Lumpsum	
8.	All the sub-modules defined at Clause no. 8.4.2.8 on Administration			Lumpsum	
9.	All the sub-modules defined at Clause no. 8.4.2.9 on			Lumpsum	

	Award and Recognition management				
10.	Operation and Management of modules Phase-I and Phase-II for a period of 5 months.			Lumpsum	
11.	Operation and Management of all the modules from the Go-live of Exam Management module (for a period of 5 years)		20	QGR (Quarters)	
12.	Cost for Software Enhancement Service to be used in case of Change Request Management which will be paid as per actual when consumed (Cost Discovery item)		200	Man-month	
13.	Wild card (*) EV SSL (Green bar)		6	Years	
14.	Security Audit of Modules		10	Times	
15.	Aadhaar Compliance Audit as of UIDAI's Requesting Entity Checklist		5	Times	
16.	Enterprise level Database Software with 1 st year ATS/Support/Subscription (Bidder to specify the OEM, version and quantity as per the license policy)		1	Year	
17.	Renewal Cost of ATS/Support/Subscription of Database Software		5	Years	
18.	Enterprise level Middleware software with 1 st year ATS/Support/Subscription (Bidder to specify the OEM, version and quantity as per the license policy)		1	Year	
19.	Renewal Cost of ATS/Support/Subscription of middleware Software		5	Years	
20.	Unicode Odia Software with 6 years of support		1	Lumpsum	
21.	Any other Software (bidder to specify)				
22.	Any other Software (bidder to specify)				
23.	Any Other Cost (Please Specify in Detail)			Lumpsum	
Sub-Total					

9.3.2.3 Resource Deployment at TSU (as per clause no 8.1.12.6)

Sl. No.	Item	Unit Cost (In INR)	Quantity	Unit	No. of Months	Total Cost per month Excluding GST
1	Project Manager		1	No.	65	
2	Solution Architect		1	No.	24	
3	Handholding support Assistant		5	No.	24	
4	Trainer		1	No.	24	
5	Helpdesk Support Staff		2	Nos	65	
Sub-Total (Excluding GST)						

9.4 Format for Bank Guarantee for Earnest Money Deposit

RFP REF: OCAC-SEGP-SPD-0012-2023-23106

To

The General Manager (Admin)
Odisha Computer Application Centre
(Technical Directorate of E & IT Dept, Govt. of Odisha)
N-1/7-D, Acharya Vihar P.O. - RRL,
Bhubaneswar - 751013

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for Selection of System Integrator for Implementation of "Integrated University Management Solution For Odisha University of Health Sciences(OUHS) (hereinafter called "the Bid") to OCAC.

Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- II. This Bank Guarantee shall be valid up to <<insert date>>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:
Date:

d) Performance Security

To

The General Manager (Admin)
Odisha Computer Application Centre
(Technical Directorate of E & IT Dept, Govt. of Odisha)
N-1/7-D, Acharya Vihar P.O. - RRL,
Bhubaneswar - 751013

Whereas <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for **Implementation of "Integrated University Management Solution for Odisha University of Health Sciences (OUHS)** for 5 Years to Odisha Computer Application Centre, Bhubaneswar (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This Guarantee shall be valid until <<Insert Date>>

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).
- II. This bank guarantee shall be valid up to <Insert Expiry Date>
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

e) Statement of Deviation

(In Company letterhead)

To

The General Manager (Admin)
 Odisha Computer Application Centre
 (Technical Directorate of E & IT Dept, Govt. of Odisha)
 N-1/7-D, Acharya Vihar P.O. - RRL,
 Bhubaneswar - 751013

Subject: Statement of Deviation of the RFP for Selection of System Integrator for Implementation of
 "Integrated University Management Solution for Odisha University of Health Sciences (OUHS)
 (Bid reference no OCAC-SEGP-SPD-0012-2023-23106)

Dear Madam,

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

A - On the Terms of Reference/Scope of Work

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point and incorporated in your Proposal.]

No.	Deviation	Material	Non-Material	Impacted Deliverable(s)	Impacted Timeline(s)	Financial impact
1	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
2	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

3	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
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B – Any other areas

SI No.	RFP Document Reference(s) (Section & Page number(s))	RFP Clauses	Modified Clauses
1			
2			
3			

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Company Seal