DIRECTORATE OF TECHNICAL EDUCATION, HARYANA, PANCHKULA

RFP NOTICE No: 11/IT
Dated: 19.09.2019

REQUEST FOR PROPOSAL
FOR

Selection of System Partner for
Design and Development for comprehensive ERP and LMS Solution from Entry to Exit for Diploma / Degree students with maintenance & support services
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1. DISCLAIMER

The information contained in this Request for Proposal document (“RFP”) or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by the Authority to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the services to be provided by the System Integrator. Such assumptions, assessments and statements do not supposed to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtaining dependent advice from appropriate sources.

Information provided in this RFP to the Applicants may be on a wider range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Authority, its employees and advise remake no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or to, principles of restitution or unjust enrichment otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Report otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
The issue of this RFP does not imply that the Authority is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Services and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall be all its costs associated with correlating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.
## 2. NOTIFICATION

**RFP NOTIFICATION**

Directorate of Technical Education, Haryana, Panchkula  
Bays- 7-12, Sector 4, Panchkula-134109  
www.techeduhry.gov.in

<table>
<thead>
<tr>
<th>Related Clause</th>
<th>Details</th>
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<tbody>
<tr>
<td>Method of Selection</td>
<td>The Bidder(s) will be evaluated on QCBS (Quality cum Cost Basis Selection) System with a 65% weightage for Technical Bid and 35% for Commercial Bid.</td>
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</tbody>
</table>
| RFP Release             | The RFP document will be available on the DTE Portal (www.techeduhry.gov.in)  
The interested bidders can download the RFP and other detailed terms & conditions from DTE website.  
Last Date of Technical Bid and Financial proposal Submission: 09/10/2019 before 11:30 Hrs and would be open same date on 12:30 Hrs. |
| Service/Product Requirement | Software Design and Development for DTE, HSBTE, HSTES Comprehensive ERP solution from entry to exit for diploma students with Maintenance & Support Services. |
| Communication Address   | BAYS-7-12, Sector 4, Panchkula-134109.  
Website: www.techeduhry.gov.in |
| Language                | Proposals should be submitted in the following language(s): English ONLY |
| Proposal Validity       | Proposals must remain valid up to 120 days after the submission date. |
| Proposal Submission Type | The bidders shall submit their responses in 2 parts namely “Pre- Qualification & Technical Proposal” and “Commercial Proposal” by the due date and time. |
| Proposal Submission address | Kindly submit the Bids on Haryana e-Web Portal i.e. etenders.hry.nic.in. The bidders are required to submit their Bids hard copy of all relevant documents along with hardcopy of Technical Bid and Financial Bid. |
### 3. KEY ACTIVITIES AND DATES

<table>
<thead>
<tr>
<th>S.No</th>
<th>Key Activities</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Issue of Request For Proposal (RFP)</td>
<td>21.09.2019</td>
</tr>
<tr>
<td>2.</td>
<td>Last Date for Submission of Written Questions by bidders</td>
<td>30.09.2019</td>
</tr>
<tr>
<td>3.</td>
<td>Response to bidder Questions latest by</td>
<td>01.10.2019</td>
</tr>
<tr>
<td>4.</td>
<td>Last Date / Time for Submission of bids</td>
<td>09.10.2019</td>
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<tr>
<td>5.</td>
<td>Cost of RFP</td>
<td>Rs. 2000/-</td>
</tr>
<tr>
<td>6.</td>
<td>E-Service Fee</td>
<td>Rs. 1000/-</td>
</tr>
<tr>
<td>7.</td>
<td>Earnest Money Deposit (EMD)</td>
<td>Rs. 5,00,000/-</td>
</tr>
<tr>
<td>8.</td>
<td>Place of Opening of Bids</td>
<td>Directorate of Technical Education, Haryana Bays- 7-12, Sector 4, Panchkula-134109.</td>
</tr>
<tr>
<td>9.</td>
<td>Technical Bid opening Date/Time</td>
<td>09.10.2019</td>
</tr>
<tr>
<td>10.</td>
<td>Technical Bid Evaluation</td>
<td>09.10.2019</td>
</tr>
<tr>
<td>11.</td>
<td>Commercial Bid Opening of Technically qualified bids</td>
<td>To be conveyed to the qualified bidders at a later date</td>
</tr>
</tbody>
</table>

a) DTE invites responses ("Tenders") to this Request for Proposal ("RFP") from System Integrator Agencies/Partners ("Bidders") for Software Design and Development for Comprehensive ERP solution from entry to exit for diploma students with Maintenance & Support Services described in this RFP, "Scope of Work".

b) DTE reserves the right to extend the Term for a period as mentioned in this document, such extensions on the same terms and conditions, subject to HSBTE/DTE / HSTES obligations at law.

c) Proposals must be received not later than time, date and venue mentioned in the Fact sheet. Proposals that are received late will not be considered in this procurement process.
4. INTRODUCTION

About HSBTE:
At the time of inception of Haryana as a separate state in 1966, there were only 6 Polytechnics (Government-4 and Government aided-2) and only one Regional Engineering College at Kurukshetra (joint venture of State Government and Government of India) with annual intake of only 1341 students. There has been an exponential growth in the number of technical education institutions since then. Presently the number of technical education institutions in the state are 185 polytechnics in the state affiliated to HSBTE with total intake capacity of 45546. Haryana State Board of Technical Education conducts examination and certification in 35 diploma Engineering courses of 3 years duration.

Alongside HSBTE, following are the additional stakeholders looking after operations of technical education and their activities

- **Directorate of Technical Education**
  - Looks after the Policy/ Planning and implementation
  - Administration,
  - Monitoring,
  - Budget,
  - PMS,
  - Coordination,
  - IT,
  - Development & Academics,
  - Establishment of Technical Institutions,
  - Training,
  - Liaisoning with GoI in matters connected with Technical Education falling in the domain of Polytechnics, Engineering Colleges and State Technical Universities.

- **State Admission & Fee Committee**

- **Haryana State Technical Education Society (2007)**
  Haryana State Technical Education Society was constituted in the year 2007 for conducting online off campus counselling for admissions to UG/ PG and Diploma Courses in all AICTE approved technical institutions in the State of Haryana.
Project Objective

Directorate of Technical Education (DTE) hereby invites proposal for Appointment for Development of comprehensive ERP solution from entry to exit for diploma students across different polytechnics under Department of Technical Education along with hosting services, support and maintenance of software and allied hardware infrastructure.

Bidder should also help DTE in designing and reengineering the existing processes of student’s administration and other related activities. The selected bidder shall also configure, deploy the software on the web server for daily backup (Syncing) and the same should be hosted by Vendors. The bidder shall maintain system and provide the required training to Board and polytechnic staff for smooth and effective running of the system. After deployment, the bidder is required to provide the maintenance for a period of 5 years which may be extended by 2 more years depending upon mutual consent.

The comprehensive ERP solution from entry to exit for diploma students is envisaged to be a user friendly, comprehensive, integrated information system designed to automate the entire processes of the Department.
5. ELIGIBILITY CRITERIA

The bidders should satisfy the following eligibility criteria to qualify and requisites for submission of proposals. Proposals not meeting the eligibility criteria and not containing the supporting documents will be summarily rejected:

<table>
<thead>
<tr>
<th>S.NO.</th>
<th>ELIGIBILITY PARAMETER</th>
<th>METRICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Presence(duration) of the Bidder in the field of IT system Integration</td>
<td>5Years</td>
</tr>
<tr>
<td>2.</td>
<td>Experience of the Bidder in the field of IT system Integration in Govt Sector.</td>
<td>4PO’s</td>
</tr>
<tr>
<td>3.</td>
<td>Experience of the Bidder in the field of IT solutions in Govt Sector</td>
<td>Rs1Crore</td>
</tr>
<tr>
<td></td>
<td>In terms of Business Volume (in value) in last five years in one order.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Presence of Bidder in Chandigarh /Haryana</td>
<td>Required</td>
</tr>
<tr>
<td>5.</td>
<td>Average Annual Turn over of the Bidder during last three financial years(2016-2017, 2017-18, 2018-19)</td>
<td>Rs5Crore</td>
</tr>
<tr>
<td>6.</td>
<td>Average Annual Profitability of the Bidder during last 3Yrs. (CA Certificate to be provided/Balance Sheet for last three years)</td>
<td>To be furnished</td>
</tr>
<tr>
<td>7.</td>
<td>Availability of Skilled man-power to handle (specific area) with the Bidder</td>
<td>Minimum30personnel</td>
</tr>
<tr>
<td>8.</td>
<td>Bidder should have Quality Certification(minimum ISO9000) or CMMLevel3</td>
<td>To be furnished</td>
</tr>
<tr>
<td>9.</td>
<td>No Black-listing of the Bidder undertaking from the bidder</td>
<td>Required</td>
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</tbody>
</table>
6. INSTRUCTIONS TO BIDDERS (ITB)

Bids must be direct, precise, concise, and complete. HSBTE/DTE will evaluate bidder’s proposal based on the response to the requirements of the project as outlined in this RFP.

DEFINITIONS AND ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>AMC</td>
<td>Annual Maintenance Contract</td>
</tr>
<tr>
<td>DTE</td>
<td>Department of Technical Education</td>
</tr>
<tr>
<td>HSBTE</td>
<td>Haryana State Board of Technical Education</td>
</tr>
<tr>
<td>HSTES</td>
<td>Haryana State Technical Education Society</td>
</tr>
<tr>
<td>RFP</td>
<td>Terms of Reference</td>
</tr>
<tr>
<td>SI</td>
<td>System Integrator</td>
</tr>
<tr>
<td>ITSP</td>
<td>Information Technology Service Provider</td>
</tr>
<tr>
<td>EDP</td>
<td>Electronic Data Processing</td>
</tr>
</tbody>
</table>

6.1 FILLING OF BIDS

I. Bid shall be submitted online in the forms attached hereto and duly filled in. The complete Forms & Annexure shall be considered as part of contract documents in the case of successful bid.

II. No deviation/ alternations in the technical & commercial terms and conditions shall be acceptable. No communication regarding alternative proposal, post bid clarification on technical matter or price shall be entertained unless bidder is specifically asked for the same by the purchasing authority.

III. The bid and all accompanying documents shall be signed by a responsible and authorized person. The name, designation and authority of the signatory shall be stated in the bid.

IV. All additions and over-writing in the bid except price bid must be clearly signed by the signatory of the bidder& uploaded online; otherwise bid will be summarily rejected.

V. The bidder must quote the prices strictly in the manner as indicated therein, failing which bid is liable for rejection. The rate/prices shall be entered in words as well as in figures.

VI. The Purchase authority will not be responsible to accept any cost involved in the preparation or submission of bids.

VII. The tender shall be submitted in two parts. Part-A shall consist technical details comprising of Instruction to bidders; General condition of Contract, qualification requirement etc. and Part-B shall consist of Price Bid only. The Price Bid shall be opened on a date to be intimated separately for the purpose.

VIII. The Department reserves the right to allot the divisions/bids to one or separate bidders.
6.2 EARNEST MONEY DEPOSIT

I. The bid submitted must be accompanied by the Earnest Money of amount of Rs. 5,00,000/- (Rupees Five lac) only. The Earnest Money is to be deposited online either through RTGS/NEFT.

II. Any bid not accompanied by EMD will be rejected and shall not be opened.

III. In case of unsuccessful bids, the Earnest Money will be refunded on production of the original receipt, within one month after finalization of the bid.

IV. Request for adjustments/proposals for acceptance of Earnest Money deposits, if any, already lying with the Department in connection with some other bids/orders shall not be entertained.

V. The EMD will be forfeited:
   a. If the bidder submits the false/forged information/document in the tender.
      Or
   b. If the bidder does not accept the corrections on arithmetical errors identified during preliminary evaluation of his bid;
      Or
   c. If bidder withdraws the offer during the validity period
      Or
   d. In case of a successful bidder, if the Bidder fails to sign the contract;
      Or
   e. In case of a successful bidder, if the Bidder fails to furnish the performance guarantee.

VI. No interest shall be payable on such deposits.

6.3 SUBMISSION OF BIDS

Tender should be submitted online in two parts. First part containing, "TECHNICAL BID", should provide only technical details as per the requirements in this tender and documents mentioned in RFP. The solution as proposed should also be defined under this bid. Second cover containing, "COMMERCIAL BID" should provide only Price.

In case there are any optional items which are necessary in the efficient running of the services of Software Application mentioned in this tender, the prices must be quoted for these optional items also. The Technical Bid should be signed and stamped on each page and submitted electronically on the Haryana E-Procurement Web portal.

6.4 RECEIPT AND OPENING OF BIDS

I. The bids shall be submitted till the date as detailed above not later than date & time specified in the notice inviting the bid. Bids shall not be accepted after the time and date fixed for receipt of bids.
Bids received after the time and date so fixed will not be entertained/ considered.

II. The technical bid shall be opened at first.

III. If the date fixed for opening of the bids be declared as a public holiday, the bids shall be opened on the day on which office re-opens after such holiday(s) on the same time as indicated above.

6.5 VALIDITY OF OFFERS

Bids shall be valid for a minimum period of 120 days from the date of opening of price bids. Bids mentioning a shorter validity period than specified shall be ignored / rejected and will not be accepted.

6.6 SIGNATURE OF BIDDER

The bid shall be signed and stamped on each page by an authorised signatory as assigned by the Bidder.

6.7 AWARD OF CONTRACT

I. The Department shall present the Letter of Award to the Successful Bidder and invite the Performance Security in order to sign a Contract (the Contract) to implement the Project.

II. Prior to the expiration of the period of Bid validity, the Department shall notify the successful Bidder, in writing, that its Bid has been accepted.

III. Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

IV. Promptly after notification, the Department shall send to the successful Bidder the Agreement for implementation of the Project.

V. Within Seven (7) days of receipt of the Agreement, the successful Bidder shall sign, date, and return it to the Department. The successful Bidder shall also furnish the Performance Security, using for that purpose the format of Performance Security given in RFP.

VI. Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the Department may award the Contract to the next successful Bidder whose offer is responsive and is determined by the Department to be qualified to perform the Contract satisfactorily.
7 ROLES AND RESPONSIBILITIES

A clear definition of roles and responsibilities of all the partners involved brings transparency, accountability, manageability and efficiency in any project. The following are the roles and responsibilities of the department and the Selected Vendor.

RESPONSIBILITIES OF THE DEPARTMENT

7.1 Nomination of a nodal officer for all communications & interaction required for this project.

7.2 Carry out project activities which fall under the HSBTE/Departmental responsibility, within reasonable time limits, particularly in matters related to reviews, approvals, acceptance, etc.

Delay on any activities by HSBTE/DTE/HSTES shall not be on the bidder.

7.3 Provide the required timely access to personnel, test data, clarifications, and decisions and to resolve any issues as may be necessary for the selected bidder to carry out their obligations under this contract (including the work plan).

7.4 Report technical issues to the selected bidder’s personnel for resolution.

7.5 Provide all necessary data/content.

7.6 Formal requests for changes to Web-Portal and conform to the agreed process in approving and implementing these changes.

7.7 This team shall be mandatorily involved in every interaction between the System Partner and HSBTE/DTE/HSTES and shall also be the responsible for any slippages on side of HSBTE/DTE.

7.8 It may also be noted that any sign-off’s on the documents/deliverables submitted by the System Partner shall be mandatorily given by the competent authority from IT division of HSBTE/DTE/HSTES; only after getting countersign from HSBTE/DTE/HSTES Project Management Team (PMT) constituted for this project.

RESPONSIBILITIES OF SELECTED VENDOR

1. Nominate a senior person in the capacity of a Project manager, who will serve as the single point of contact for the department and shall attend all meetings related to the project.

2. Plan and execute the project through a suitably qualified technical team. As part of this requirement, submit a project plan and keep it updated at all times.

3. Finalize the detailed requirements and suggest any improvements to the processes being followed by HSBTE/DTE/HSTES that would be necessary as a result of the proposed.

4. Design, Develop, Test, Baseline and Release the Web-Portal/ERP software solution consistent with applicable guidelines of State/ GoI.

5. Carry out necessary acceptance tests including certifications (as may be applicable) and report the test results including satisfactory conformance to requirements.
6. Provide Comprehensive Technical Documents and User Manuals (for both departmental users and external users).

7. Impart training to the end users and also develop Training materials.

8. Provide implementation and other support services, as proposed and mutually agreed upon, to ensure that the solution is rolled out to all the participating stakeholders and is smoothly operational as per the work (project) plan that is agreed upon.

9. Provide the said maintenance and support for a period of contract from go live.

10. During the maintenance and support period, successful bidder shall provide IT operations and administration of the installed solution in conformity with the State’s IT policies, fix defects, enhance the Web-Portal/ERP software solution as per an agreed plan and also provide such other technical support in house and hand-holding initially for two years, thereafter five-year AMC necessary for the smooth functioning of the overall Web-Portal/ERP solution covered under the scope of the project in conformity with the agreed performance criteria.

11. The selected bidder agrees to make good any defects and shortcomings in the Web-Portal/ERP software solution that is part of the agreed requirements.

12. Only in the event of a major scope change involving significant time and effort over and above routine maintenance and support / inclusion of required module, the selected bidder shall facilitate the assessment of impact to technical matters, timelines, Cost and also justify the effort involved. Further, the bidder agrees to implement these changes after obtaining approval from the competent authority. Only in case of significant changes to the solution by HSBTE/DTE itself, the request for such changes shall be accepted in accordance with Change Request.

13. Facilitate certified security audit (3rd party) and assessments, as and when required.

14. Submit periodic reports and support project reviews as may be agreed and necessary.

15. At the end of Maintenance and Support period of seven years, assist in smooth transition of the operations to the HSBTE / Department or a designated agency(s)
8 TERMS AND CONDITIONS

8.1 PERIOD OF CONTRACT

The period of implementation will start within 15 days from the date of issue detailed work order. The Software contract period is 5 years extendable for up to 2 more years upon mutual agreement of the Department and the Vendor.

8.2 SECURITY DEPOSIT/ GUARANTEE

A Security Deposit/Bank Guarantee of amount of ₹5,00,000/- shall be deposited by the successful bidder with the Department separately in the form of Bank Guarantee from Nationalized/scheduled Bank on non-judicial stamp papers of Rs. 100/-. The BG shall be submitted within 30 days from the issue of detailed work order. The bank guarantee shall remain valid for complete contract period and additional 2 months’ date of completion of contract in the first instance and may have to be extended if desired.

8.3 FALL BACK ARRANGEMENT

 Provision shall be made in the agreement that in the event of failure of the successful bidder to fulfil its obligations, duties and responsibilities as per the agreement terms, the Department, shall inter-alia have the right, at any time to resort to fall back arrangement after providing a notice to the successful bidder. Under this plan, the Department shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the agreement and can recover from the security deposit the losses suffered due to such failure.

The Department shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other agency as it may deem fit and no claim of successful bidder for compensation in this respect shall be entertained.

8.4 NON-ASSIGNMENT / SUBCONTRACTING / SUBLETTING

Neither party may assign nor transfer any of its rights and obligations under the Agreement to any person without the other party’s consent. The successful bidder shall not assign or transfer the whole or any part of scope of work nor shall it subcontract/sublet.
8.5 GOVERNING LAWS AND JURISDICTION

The Indian Law shall govern the agreement. Only appropriate courts in Chandigarh or High court of Punjab & Haryana shall have exclusive Court Jurisdiction to deal with any matter arising out of or relating to the agreement or otherwise.

8.6 CORRUPT AND FRAUDULENT PRACTICES

The owner requires Contractors to observe the highest standard of ethics during the execution of the Department contracts. In pursuance of this policy, the Department:

1) Defines, for the purposes of this provision, the terms set forth as follows:
   a) “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
   b) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Department, and includes collusive practice among Tenderers (prior to or after tender submission) designed to establish tender prices at artificial, non-competitive levels and to deprive the Department of the benefits of free and open competition;

2) Will reject a proposal for award if it determines that the successful bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

3) Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded the Department contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the Department contract.

8.7 LIEN

In case of any lien or claim pertaining to the work and responsibility of the agency for which the Department, might become liable, it shall have right to recover such claim amount from the successful bidder.

8.8 FORCE MAJURE

If at any time during the continuation of contract, the performance in whole or in part is prevented or delayed by reasons of any war, hostility, act of public enemy, civil commotion, sabotage, fire, floods, explosions, epidemics, quarantine restriction, strike, lockouts or acts of God (Herein after referred to as events), then provided notice and adequate proof, is given within 21 days from the date of occurrence, the provisions of delay may not be evoked by the Department, provided further that the service under the contract shall be resumed, as soon as practicable after such event(s) has /have ceased to exist and the
decisions of the Director General, Department of Industrial Training Haryana, as to whether the services
have been so resumed or not, shall be final and conclusive.

8.9 SETTLEMENT OF DISPUTES

If any dispute or difference of any kind whatsoever will arise between the successful bidder & the
Department arising out of the Contract, the parties will make every effort to resolve amicably such dispute
or difference by mutual consultation. If, after thirty (30) days the parties have failed to resolve their
dispute or difference by such mutual consultation, then either the authority or the tenders may give notice
to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in
dispute, and no arbitration in respect of the matter may be commenced unless such notice is given.

8.10 ARBITRATION

All matter questions, disputes, differences and/or claims arising out of and/or concerning and/or in
connection and/or in consequences or relating to the Contract whether or not obligations of either or both
parties under the contract be subsisting at the time of such dispute and whether or not the contract has
been terminated or purported to be terminated or completed, shall be referred to the arbitration which
shall be conducted by an arbitrator, (arbitrator to be approved by the Principal Secretary, HSBTE or
authority of the Department authorized for the purpose by the Department) the decision of the arbitrator
shall be final and binding upon the parties.

The parties to the contract agree that the cost of arbitration shall be as per instructions of the Department
issued/prevalent on the date of appointment of arbitrator.

The arbitrator shall have full powers to review and/or revise any decision, opinion, direction,
certification or valuation of the Engineer in consonance with the Contract, and neither party shall be
limited in the proceedings before such arbitrator to the evidence or arguments put before the Engineer for
the purpose of obtaining the said decision.

The objection that the Arbitrator has to deal with the matters to which the Contract relates in the
course of his duties or he has expressed his views on any or all of the matters in dispute of difference, shall
not be considered as a valid- objection.

Subject to afore mentioned provisions, the provisions of the Arbitration and Conciliation Act, 1996 and
the Rules there under any statutory modifications thereof for the time being enforce, shall be deemed to
apply to the Arbitration proceedings under the clause.
8.11 RESPONSIBILITY FOR RECORD/ DOCUMENTS

The firm shall be fully responsible for upkeep, maintenance and safety of the record and documents supplied by the Department and also for the record/documents generated by the firm. On completion of the contract/job the firm will return all the documents supplied to it by the Department and shall also hand over all the record/documents generated by it for the purpose of completion of the assigned work. The firm shall also be responsible to make the loss good if suffered by the Department, due to act of the firm.

8.12 ALTERNATION/ADDITION:

No variation or modification or waiver of any of the terms and conditions or provisions of the contract shall be deemed valid unless mutually agreed upon in writing by both parties i.e. the Department and Vendor.

8.13 BLACKLISTING OF THE FIRMS

As the contract becomes a valid contract between the Department and successful bidder on the date of its issue, no further changes in the terms and conditions thereof are permissible and any request received in this regard from the successful bidder should be summarily rejected, making it clear to render the services strictly in accordance with the terms and conditions of the contract. It should be noted that such a liability can be enforced on the successful bidder only if it does not contain any term or condition contrary to what had been quoted in the consultant’s tender. Once this is ensured, any attempt by the successful bidder to back out of his commitment should be taken as serious and his earnest money as well as B.G. deposited be forfeited forthwith, without prejudice to any further legal remedies open to the Department under the relevant laws. A prior notice will be sent to the successful bidder wherein the successful bidder will be given an opportunity to respond to such notice to the satisfaction of the Department. Where necessary, the case of successful bidder illegally backing out of the commitment, should also be put up to the Whole Time Director General for consideration and to decide for black-listing of the firm and damages, if any, to be recovered.

8.14 TERMINATION OF AGREEMENT

If the work entrusted is not proper and to the satisfaction of the Department and If the work of the successful bidder continues to be unsatisfactory, or the successful bidder contravenes the provisions of this contract or fails to provide efficient services or refuses to comply with any reasonable order given in writing by the Controlling officer of the Employer or his authorized representatives, a two week (14 Days) notice shall be served upon him to correct himself and to execute this contract in true spirit.

If the successful bidder fails to take notice of such notice served upon him, the Employer shall be at liberty to take the work wholly or in part, out of the successful bidder hands and re-contract with any
other person(s) at the cost of the successful bidder. Any extra expenditure incurred by the Employer on such re-contracting shall also be recoverable from the agency, in addition to the Department right or claim for liquidated damages.

It shall also be lawful for the Department to forfeit either in whole or in part, in its absolute discretion, the security deposit furnished by the successful bidder. Forfeiture of the security deposit shall be without prejudice to the right of the Department to recover any further amount of any liquidated and/or other damages to the maximum of 5% of the Bank Guarantee of the contract, undue payment or overpayment made to the successful bidder under this contract or any other contract.

8.15 OTHER CONDITIONS

- The firm shall, in all matters in the performance of the contract, comply in all respects, will give all notices and pay all fees required by the provisions of any central or state statute, ordinance or other rules, any regulation or by-law of any authority.

- The contract shall in all respects be interpreted in accordance with the law in force in India including any such laws passed or made or coming into force during the period of the contract.

- The firm shall be responsible for carrying out of all of its activities as per the rules and laws in force. The Department shall not be responsible for any of the unlawful activity committed by the firm / the staff of firm. The firm shall be liable for and shall indemnify the Department against all losses, expenses or claim arising in connection with any unlawful activity committed by any person employed by the firm for the purpose of assigned job.
9 DOCUMENTS ACCOMPANYING THE BID

The bids shall comprise of three parts with following items and others as listed in the Annexure to this document.

**Part-1:** General Information & Compliance to Instructions to Bidder in the format as specified in Annexure 1 of this document.

**Part-2:** Technical bid in the format as specified in Annexure 2 of this document.

**Part-3:** Commercial Bid in the format as specified in Annexure 3 of this document.

Any other information that is required to be submitted in the bid or to supplement the information provided in the forms (Work orders etc.).
### 10. EVALUATION CRITERIA (Minimum passing score 65)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Criteria/Sub Criteria</th>
<th>Max Criteria/Sub Criteria Points</th>
<th>Section No. and Page No. against each Criteria/Sub Criteria compliance in the Bidders Proposal</th>
</tr>
</thead>
</table>
| 1.    | Approach and Methodology proposed in terms of  
|       | a. Project Understanding (6 marks)  
|       | b. Deployment Plan (5 marks)  
|       | c. Technology stack to be used (for designing, development & Database) (6 marks)  
|       | d. Detailed Technical Solution on and its various components proposed (5 marks)  
|       | e. Detailed Technical Architecture (4 marks)  
|       | f. Proposed Project Management approach and methodology (5 marks)  
|       | g. Training and O &M support (4 marks)  
|       | 35                                                                                                                                                    |                                  |
| 2.    | Experience in Design, Development and Operation of Web Application for any Government Department or Public Sector Undertaking. (Maximum of 2 projects will be taken into consideration for such evaluation) | 5                               |                                                                                                 |
| 3.    | Experience in Design, Development and Operation of Web Application/Mobile Application for Government of Haryana’s Department or Public Sector Undertaking. (Maximum of 2 marks will be taken into consideration for each successfully delivered project) | 10                              |                                                                                                 |
| 4.    | Experience in Design, Development and Operation of Mobile Application for any Government Department or Public Sector Undertaking. (Maximum of 2 projects will be taken into consideration for such evaluation) | 5                               |                                                                                                 |
| 5.    | Experience in Design, Development and Operation of IT application/ERP in education domain for any Government Department or Public Sector Undertaking                                                         | 20                              |                                                                                                 |
| 6.    | Detailed Project/Work Plan                                                                                                                                     | 5                               |                                                                                                 |
| 7.    | Detailed Resource Deployment Plan of the proposed manpower Including Team structure and CV of the resource(s) proposed separately.                                                                                          | 5                               |                                                                                                 |
| 8.    | Proof of concept                                                                                                                                                | 15                              |                                                                                                 |
EVALUATION OF BIDS

Proposals will be reviewed by a Committee of Officers (the “Committee”). Evaluation of the bids will be done in two stages and at the end of every stage respective bidders may be informed of the result to have a fair and healthy competition. The final awarding of the contract will be done based on lowest bid provided by the agencies qualifying technical procedure. The following is the procedure for evaluation:

10.1 Technical Evaluation

The technical bid documentation furnished by the bidder shall be examined in detail in order to determine whether they are substantially responsive to the requirements set forth in this document. In order to reach such a determination, HSBTE/DTE/HSTES will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP. This evaluation will also involve scoring each component of the technical bid as per guidelines described in this RFP so that each technical bid will be assigned an overall score. The bidders will be required to make presentation on technical and operations aspect of the bid as per Data Sheet of this RFP. The Bidders are requested to take note of the following:

i. Bidder are required to submit their technical bids strictly as per the technical bid format defined in the Annexure-2 of this document.

ii. Technical proposal should not contain any financial information. Technical bids containing financial information will be summarily rejected.

iii. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Scope of Work or if it fails to comply with the technical requirements. The technical evaluation criterion is same as given in Annexure 2 of this document.

iv. After the technical evaluation is completed and approved, HSBTE/DTE shall open the Commercial Proposals of only those bidders who complied with the technical criterion specified in the RFP.

10.2 Commercial evaluation

Based on the results of the technical evaluation, the committee will then proceed to open and evaluate the Commercial bids of only those bidders who are able to qualify the Technical evaluation. The Commercial evaluation will take into account the information supplied by the Bidders in the Commercial Bid, and the same shall be evaluated in accordance with the evaluation criteria specified in this document. The commercial bid should not be conditional and no technical information should be provided along with the commercial bid. In such cases, the bids would be summarily rejected.
i. The bid should be comprehensive and inclusive for all the services to be provided by the bidder as per scope of his work. The payments would be made to selected bidder the finalized rate. No separate payment shall be made for services that are to be delivered by the System Partner as part of his scope of work for this project.

ii. The bidder is required to quote for all the defined requirements on a fixed price basis. In addition, they are required to quote for manpower based on experience levels of candidates as indicated in the financial quote. Blended rate as specified in the financial quote shall be applicable to any significant changes to the solution.

iii. The prices quoted shall be inclusive of all taxes, duties and statutory payments incident upon the bidder and it shall be a fixed price bid. Once the prices have been submitted as part of Commercial bid to HSBTE/DTE/HSTES, no change / modification will be entertained for any cause whatsoever. The prices once provided by the bidder will be valid for the entire period of validity of the bid (till completion of project for the selected bidder as System Partner/Implementation Partner).

iv. Any increase/decrease in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid/ project will be to the account of the HSBTE/DTE/HSTES.

v. Financial Evaluation shall be done on the basis of price quoted for total items (i.e. grand total amount).

vi. Proposals not containing cost for any of the cost components shall be straightway rejected without any further consideration.

vii. The System Partner shall be responsible for the costs towards travel / stay, daily allowance or any other allowances with respect to their staff deployed for the execution of this project before or after the award of the contract.

viii. Agency/ System Partner would be responsible for making the solution perform on a turnkey basis. In case the Agency / System Partner does not consider any specific hardware/software/system/service in the commercial bid, which would hamper the performance of the solution, HSBTE/ DTE/HSTES would not be held responsible. In such a case, the System Partner has to provide additional equipment/services, without any additional cost to HSBTE/ DTE/HSTES.

The bidder(s) will be evaluated on QCBS (quality cum cost basis selection) system with a 65% weightage for technical bid and 35% for commercial bid.

Final Vendor Rating will be governed as per the following formula:

\[ VR = TR + CR \]

VR is overall Vendor Rating
TR is Technical Rating

CR is Commercial Rating

**Technical Rating (TR)** would be evaluated on the basis of the following formula:

\[ TR = \frac{65}{100} \times TS \]

Where Technical Score (TS) would be calculated as per the Technical evaluation Matrix given at Annexure-III.

**Commercial Rating (CR)** would be evaluated on the basis of the following formula:

\[ CR = \frac{35}{100} \times CS \]

CS = Commercial Score

**Commercial Score (CS)** Commercial Rating is based on Commercial Scoring (CS) of a particular bidder which will be worked out as per the Formula given below:

\[ CS = \left( \frac{AQ}{BQ} \right) \times 100 \]

AQ \_ \_ Actual Quote (Commercial Score) of a particular Bidder under consideration.

BQ \_ \_ Best Quote (Commercial Score) of the Best Bidder

The Bidders are requested to take note of the following:

i. The weights assigned for each item is for the purpose of evaluation of this bid only and does not necessarily reflect the actual transactions/quantities that would be undertaken for the period of contract.

ii. In case of a tie in the final composite score, the bidder having highest technical score will be considered eligible further process of negotiations etc. leading to the award of the contract.

iii. HSBTE/DTE may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
11. WORK COMMENCEMENT TIMELINE

‘T’ indicates the time of signing the contract.

<table>
<thead>
<tr>
<th>Name of Phase</th>
<th>Desired Timelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detailed Functional Requirement study, System Requirements Study and System Design.</td>
<td>T+1 month</td>
</tr>
<tr>
<td>Design, Development, implementation, configuration, integration and software testing of Institute Management Module</td>
<td>T+2 month</td>
</tr>
<tr>
<td>Design, Development, implementation, configuration, integration and software testing of Academic Program Management and Student Information/Profile Module</td>
<td>T+2.5 month</td>
</tr>
<tr>
<td>Design, Development, implementation, configuration, integration and software testing of ITD Portal with Content Management System on WCAG Guidelines</td>
<td>T+3.5 month</td>
</tr>
<tr>
<td>Design, Development, implementation, configuration, integration and software testing of Examination and Course Management and Result processing</td>
<td>T+4 month</td>
</tr>
<tr>
<td>Design, Development, implementation, configuration, integration and software testing of Certificate Management Module</td>
<td>T+ 4.5 month</td>
</tr>
<tr>
<td>Design, Development, implementation, configuration, integration and software testing of Digi Locker Integration, Learning Management System (LMS), Finance Management System, Institute Affiliation Module and Mobile App for Students/Institute/Department.</td>
<td>T+5 month</td>
</tr>
<tr>
<td>Design, Development, implementation, configuration, integration and software testing of Training and Placement and Scholarship Management Module</td>
<td>T+ 5.5 month</td>
</tr>
<tr>
<td>Design, Development, implementation, configuration, integration and software testing of Asset Management Module</td>
<td>T+ 6 month</td>
</tr>
<tr>
<td>Supporting User Acceptance Testing of the Application Software and Deployment of required infrastructure for Operationalization of IT Application</td>
<td>T+ 6.5 month</td>
</tr>
<tr>
<td>Go-Live of complete IT Application (Web Portal along with Mobile Application).</td>
<td>T + 7 month</td>
</tr>
</tbody>
</table>
11. DETAILED SCOPE OF WORK

Haryana State Board of Technical Education plays an important role to maintain and enhance the standard, quality of technical education by laying the policies, guiding/supervising the Aided, and Private institutions. HSBTE wish to develop and deploy above said comprehensive ERP Solution application on Cloud based environment for better operational effectiveness and governance.

References

- Admission brochure
- Norms and guidelines provided by Department of Technical Education, Haryana State Board of Technical Education and Haryana State Technical Education Society.
- DTE Website www.techeduhry.gov.in, HSBTE Website www.techeduhry.gov.in
- AICTE process handbook
- Templates received from various branches and Polytechnics/Engineering Colleges/Technical Universities under the administrative control of Technical Education Department.
- Other relevant documents

General Description

The comprehensive ERP solution from entry to exit for diploma students is intended to support HSBTE, Institutes, students, parents and employees in order to process, maintain and update information. However, HSBTE aims to provide a latest, integrated, flexible, user friendly, scalable, and robust ERP Solution which would outperform any such system that is currently available. To do this, the system must be integrated in such a way that this becomes a unique feature which can handle any size of data.

In view of above and today's modern internet environment, HSBTE intends to facilitate all the stakeholders by automating business/work processes under the name ‘Software Design and Development for comprehensive ERP solution from entry to exit for diploma students with Maintenance & Support Services’ project.

The following activities are to be carried out in implementation of comprehensive ERP solution from entry to exit for diploma students including various modules viz. admissions, examination, result processing, academics, affiliations, mentorship, certification for operational effectiveness of processes of the Board.
a.) ITD Portal with Content Management System on WCAG Guidelines

i. Institute Management Module
ii. Academic Program Management
iii. Student Information/Profile Module
iv. Examination and Course Management
v. Result processing
vi. Certificate Management Module
vii. Digi Locker Integration
viii. Finance Management System
ix. Institute Affiliation Module
x. Training and Placement
xi. Scholarship Management Module
xii. Mobile App for Students/Institute/Department
xiii. Asset Management Module
xiv. Training deployment and UAT

b) Learning Management System (LMS)

11.1 BROAD SCOPE OF WORK

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Functional Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>Detailed Process Study</strong></td>
</tr>
<tr>
<td></td>
<td>Detailed analysis of the existing systems, whether automated or manual is essential. This shall include analysis of document at in use, detailed information requirements, reporting procedures and formats, reporting levels, coding and classification being followed etc. Identification of unique data elements, their size, format, source, use and sequence of data storage, data volume, its frequency of updating, responsibility of the Board/department /sections for updating, inter-system flow of data, current volume and growth rate etc, are also mandatory.</td>
</tr>
<tr>
<td>2.</td>
<td><strong>Configuration, Customization, Implementation, Data Load and Acceptance Testing</strong></td>
</tr>
<tr>
<td></td>
<td>After completion of the above tasks, the Developer to implement the systems. The System implementation for each application shall include:</td>
</tr>
<tr>
<td></td>
<td>• Configuration of system as per the process</td>
</tr>
<tr>
<td></td>
<td>• Implementing customizations if any</td>
</tr>
<tr>
<td></td>
<td>• Collection and preparation of master data</td>
</tr>
<tr>
<td></td>
<td>• Data entry and validation</td>
</tr>
<tr>
<td></td>
<td>• Prepare essential MIS for user level and department level.</td>
</tr>
</tbody>
</table>
- Preparation of user manual for all modules.
- Implementation of systems and handing over to the users for operation

### 3. Training

The Developer shall provide training on appropriate aspects of the Software per module at appropriate location of the concerned polytechnic to System Analysts, Operating staff, senior executives etc. of the user department or such other persons nominated by the Board/Department in a systemic manner according to a suitable training schedule, as and when required. The training schedule will be provided by the Board/Department to the Developer at least 15 days in advance. The hardware required and other logistics shall be provided by the Department. The Department initially plans to have 2 batches, the number of which can vary as per the requirement of the Department/Board.

The Developer shall be responsible for providing the Trainers and Training, Material and shall also be responsible for their boarding and lodging.

### 4. Maintenance of Deployed Systems

Maintenance of Deployed Systems shall include:

- Complete maintenance during warranty and support period i.e. for a period of five years, extendable up to two more years from the date of Go-Live of the complete system during this period system will be supported for any issues as reported by the users.
- Maintenance of the complete systems after the expiry of the contract period on mutually agreed terms.

### 5. Deliverables

The deliverables expected from the Developer are

- Functional Requirements Specification (FRS)
- User Manual
- Design Documents. Process flow diagram
- Implementation plan containing schedule and milestone details
- Test Case Document and Test Report
- Configuration Details

### 6. System Requirements

- The Developer shall provide the details of the system environment in which the software should operate,
- Hardware / Software Considerations
- Hardware Configuration: Developer should deploy the best compatible hardware (Servers & Data Storage)/ Cloud to meet the requirement of the applications.
- Software Platform: Software should be developed using the most user friendly robust technologies (OS, database & tools).
## 11.1.1 ITD Portal on WCAG Guidelines

| 1. | The web portal should be developed in compliance with WCAG guidelines. The website designed for the Board will be built keeping in mind that the content of the website should be accessible by the people with disabilities including visual, auditory, physical, speech, cognitive, language, learning and neurological disabilities. The Website will comply with latest WCAG guidelines. The Website will not only be accessible to every individual including person with disability but also enables standardization in the design and implementation. The Board’s website should have the option to be developed in a bi-lingual environment, i.e. English and Hindi language and should have the following features: |
| a. General Information about Board |  |
| b. Polytechnics Information & their locations |  |
| c. Polytechnic wise courses, Post admission Process, fee structure & Downloadable prospectus. |  |
| d. Various application forms in downloadable format with instruction manual. e. Schemes of the Department/Board |  |
| f. Date of counselling - Complete admission schedule will be published on Portal |  |
| g. Final Date of Course Fee Submission |  |
| h. Following kind of users can register themselves on the Board Portal & take various services provided by the Department: |  |
| 1. Citizen |  |
| 2. Govt. Polytechnics |  |
| 3. Students |  |
| 4. Industry |  |
| 5. Other Departments |  |
| 6. Employee |  |
| 7. Parents |  |
| 8. Private Institutes (Affiliation) |  |
| i. This portal may be utilized by the Call Centre/Help desk Executives to reply to the various queries of the public |  |
| j. Linkage to RTI |  |
| k. Common portal to be developed including integrated Websites of each Polytechnic and Head Office |  |
| l. Latest news/ Circulars/ Notifications and important. Information by the department will be available on HSBTE Portal. |  |

**ADDITIONAL FEATURES**

- Search & Locate institute: A facility to Search and locate Institutes and integration with Google should be provided to locate Institutes.
• System will facilitate comparing Institutes for courses.
• The web portal on the whole should have authorized Logins for all the Institutes. The Board should have the major administrative role to manage all the Institutes’ roles and access rights to change, edit or update information.
• Online feedback and Complaint Tracking system should be in place.
• The Institutes should be able to independently update the information for their institutes as per access rights provided by the Application administrator.
• There should be a provision for backend management of the portal through a user friendly and dynamic Content Management System. Only authorized users should have access to manage the complete backend process for the web portal. This CMS will provide the role based access to Institutes and all authorized users by the HSBTE. It should allow the following:

**Faculty Portal**

This portal will act as the Employee self-service portal and provide information and facilities related to examinations, students result and marks upload, learning activities such as uploading of content and assignment, managing lectures and notes, student’s attendance and its MIS analysis, class schedules, earning notices and circulars.

**Student Portal**

This shall be for the students having features of Access through student ID & password; Updating of personal information (Residential | address, contact details) authenticated through class counsellor: | Attendance, results, academic information available on the portal: Time table and Examination notification; Online submission of exam form, Admit card information and its printing facility; View examination result and submit Feedback; Request forms for various documents from academic section; Circulars/Notices/News of University related to students.

**Alumni Portal**

This portal will provide the information regarding the Alumni such as Alumni Meet, alumni in News etc. Alumni can register themselves for further communication & general newsletters.

**Parents Portal**

This portal will show the information regarding parents such as parent | meet, examination schedule and other activity’s information. Parents can see their child’s performance and other information regarding the child such as attendance, result/grade details, classes and examination schedule.

11.1.2 Student Information Module (SIM)

<table>
<thead>
<tr>
<th>1.</th>
<th>Student and Academics Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provision to add/ edit/ delete individual student information (personal and educational) including signature and photo, as and when approved by authorities;</td>
<td></td>
</tr>
<tr>
<td>• Facility to set up academic programs, specializations and program</td>
<td></td>
</tr>
</tbody>
</table>
structure etc.

- Define course name, course code, course type, course duration, credits and etc.
- Course Registration for regular/supplementary/repeat students after necessary fee deposition:
- Generating student list(s) for various courses:
- Attendance System (Manual or Biometric based)
- Online submission/allocation of Assignments;
- Allocation of assignments individual student or different groups,
  - Students can submit their assignment online, can track the submissions records;
- Due date related constraints/notifications
- Checking of assignments and display of marks:
- Online tests facility
- Time Table- Create timetables across the Institutes and display individual timetables.
- Apprenticeship and Placements-
  - Management of student trainings such as summer trainings, internships etc.
  - Automation of placement cell, recruiters can come online and post their requirements and placement cell can publish matching skills, recruiters can shortlist relevant candidates and placements can be managed.

### 11.1.3 Institute Management Module

<table>
<thead>
<tr>
<th>a.</th>
<th><strong>Online Admission</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Admission session in Polytechnics starts from April every year &amp; lasts till 15th August. The detailed procedure/guidelines for admission to diploma courses are made available in the diploma admission prospectus every year by HSTES on their website.</td>
</tr>
<tr>
<td></td>
<td>Scope of work for conducting online admission includes:</td>
</tr>
<tr>
<td></td>
<td>1. To create a Centralized online counselling web portal having profile of each Govt. &amp; Pvt. Polytechnics indicating the trade courses being run in a polytechnic/institute along with number of trades/branches, trade scheme, counselling related instructions etc., as provided by Department/Board. The portal must be available 24x7 throughout the admission process.</td>
</tr>
<tr>
<td></td>
<td>2. On the counselling web portal, applicant must be able to enquire about any...</td>
</tr>
</tbody>
</table>
branch being offered by which Polytechnics & vice versa.

3. To make provision for inviting online applications as per Performa / fields provided by Board & to assign a unique serial number to each new application with date & time.

4. To provide multiple payment modes for depositing the counselling fee e.g. through net banking, Debit / Credit card, through scratch cards by entering PIN number. For payment facility necessary arrangement to be done with leading banks for integrating their gateways with counselling web portal.

5. To provide applicants the option to choose any Polytechnic / trade combination from available 185 polytechnics & nearly 35 branches while applying for admission.

6. To make provision for at least 3-4 different stages in online application form like initial registration stage fee payment stage, choice filling stage & final form approving and submission stage.

7. To provide the feature to capture the number of applications at any of the form filling stage as mentioned above in real time basis.

8. To generate state level central merit list of applicants based on 10th / 12th marks in each counselling round.

9. To allot trade & polytechnic (from the filled choices) to applicants as per merit position based on seat availability and as per state reservation policy and to issue online provisional seat allotment letter (printable) to each successful candidate during each counselling round.

10. Admission Module to be created for each Institute enabling them to check that how many candidates have been allotted seat to that polytechnic in each counselling round (trade/branch-wise). From this list, it is can admit candidates to their institutes at the time of candidates reporting to institute for admission.

11. After confirming admission to the student by the institute, each candidate to be provided online generated Admission card (printable) mentioning polytechnic / trade name along with 2 unique admissions cum state registration number allotted to each admitted candidate. (This series to be provided by Board).

12. Updating the portal in real time for polytechnic wise vacant seat / admission position during each counselling round.

13. Once a seat allotted to an eligible candidate. that allotted seat to be taken out
from the subsequent counselling rounds.

14. There must be option to cancel the allocated seat, this cancelled seat to be marked as vacant seat & to be allotted in next counselling round.

15. To provide data of all applicants/admitted candidates in report/ formats as desired by Board from time to time.

16. Here must be data safety & Security from malicious cyber-attacks and 1+1 redundancy to be always maintained of servers having all application data.

17. To ensure minimum downtime in case of failover on servers.

18. The printable reports from the dashboard should be generated i.e. Real time students admission monitoring and tracking, list of applied candidates, list of invalid applications, list of rejected candidates, institute — student wise details, institute wise vacancy position waiting list, category wise admission, caste wise admission details, district wise student admission details, institute wise student admission details as determined by Department.

19. To intimate the each participating candidates about his application status through SMS/e-mail alert in each counselling round.

20. To provide a dedicated nodal officer (of technical background) at Directorate office Sector -4, Panchkula throughout the admission process for liaison with Board.

21. Besides all above, any other task related to online admission counselling as per instructions issued by Department/Board.

22. Provision for online admission at institute level after centralized counselling, online submission of application by the aspirants, merit preparation/choice filling to branches available at institute level, reporting and updating for diploma/lateral entry candidates.

23. To provide Online test for lateral entry merit and admission of the students if required in future.

24. ELPDESK for Online admission counselling period.

Developer to maintain one help-desk/call centre- by providing manpower and sufficient infrastructure for the help-desk. Only premises will be provided by the department/board at Panchkula

Helpdesk is to be manned by at least 5 duly trained personnel after
The commencing of online admission process and throughout the admission (For 3-4 months) and must be operational at least one week before the start of counselling process.

✓ The developer has to provide the software (ticket management system) used for the helpdesk. The developer has to maintain the record of complaints received and disposed off on daily basis.

✓ The helpdesk shall be available as per the Department timings (8 a.m. to 5 p.m.) from Monday to Saturday.

<table>
<thead>
<tr>
<th>b. Fee Management and Fee Accounting</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Complete automation to fees Management process. All the fee head component will be configurable.</td>
</tr>
<tr>
<td>• Integrated with online payment system for Fee deposition</td>
</tr>
<tr>
<td>• Management of security deposits</td>
</tr>
<tr>
<td>• Late fees and other fine calculations</td>
</tr>
<tr>
<td>• Student fee collection and receipt</td>
</tr>
<tr>
<td>• Fee receipt cancellation</td>
</tr>
<tr>
<td>• Manage cheque dishonour</td>
</tr>
<tr>
<td>• Refund fee</td>
</tr>
<tr>
<td>• Provision for management of fee concessions</td>
</tr>
</tbody>
</table>

Reports

• Fee Summary Report
• Demand and Collection Report
• Yearly analysis report.
• Fee Receipt Report.
• Fee Collection Report.
• Student Fee ledger.
• Fee Pending Report
• Defaulter student list.
- Cheque/DD Collection Report
- Fee Discount/concession Report
- Fee Refund Report
- Security Report
- Bank Reconciliation Report
- Course wise Fee Report
- Any other report as per requirement

### c. Complaint and Grievances

1. System should facilitate log in.

2. System should have the provision to student to record complaints/ Grievances. Links shall be available to students in their dashboard from there they can log complaints.

3. Complaint shall include complaint id, complaint description, detailed description of complaints, nature of complaint (Academic complaint, administrative, personnel grievances) Date of incident, complaint date. Remarks by Chairperson/ HoD, date, remarks by Nodal Officer, date, remarks by Principal/Director General, date, Remarks by Grievances Redressed Committee, date, final disposal, complaint closed on.

4. All the complaints shall be addressed to designated Nodal Grievances officer/Chairperson and status will be updated by the designated officer (Nodal Grievances Officer).

5. Complaints shall be handled externally and details will be fed to system designated officer

6. System should facilitate to generate report for complaints lodged by students that includes name of complainant (student), complaint title, compliant description, nature of complaint, lodged on, complaint status, final disposal based on the parameter name, id, period from, period to

7. System should facilitate complainant (Student) to view status and final disposal of the complaint.

### 11.1.4 Examination and Course Management Module

<table>
<thead>
<tr>
<th>3.</th>
<th><strong>Exam Management and Course Management</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course Management</strong></td>
<td></td>
</tr>
<tr>
<td>- Define various programmes to be run in the Institute;</td>
<td></td>
</tr>
<tr>
<td>- Define course structure or scheme for each of the courses under all the categories;</td>
<td></td>
</tr>
</tbody>
</table>
• Define evaluation procedure and formats for each of the courses;
• Define details of the papers such as its nomenclature, paper type e.g. Theory or Practical etc.;
• Define the marks details for each paper type, which includes max marks, min marks for passing etc.;
• Define passing, gracing exemption logic, moderation etc. for each course as per academic rules. This shall also include various checks such as even and odd semester, passing criteria, grace marks etc.;
• Define student’s eligibility for taking a particular examination;
• Define the conditions for repeating a course/semester, registration procedure etc.

Course wise grade management system

• Handling of all kind of grading parameters via marks, percentages, grades, credits, GPA, CGPA etc.

Examination Management

Pre-Conduct Procedure of examination.

• Defining the exam session and Design exam form.
• Select examiners for paper setting, assessment, evaluation, revaluation, dissertation, practical etc.
• Issue examination schedule to the Departments/faculty members.
• Scrutiny of examination forms
• Student admit card for examination
• Report of Regular and Reappear student detail and related statistics
• Appointment of invigilators for various courses in respective examination centre.

Conduct of examination.

• Issue of Answer books to invigilators along with attendance sheet & seating plan.
• Online attendance updating along with answer sheet numbers for students appearing in the exam.
• Details of assigned evaluator for each course and last date of evaluation as per academic calendar.

Post-Conduct of examination.

Evaluation Management:

• End Term Evaluation, On-line submission of Assignments, Student Exam Attendance, Student’s End Term Marks, Internal Marks, and Consolidated Marks.
• Online filling of student’s marks obtained in examination.
• Result register and Mark sheets for all the courses.
11.1.5 Certificate Management Module

4. Detail Mark-sheet generation
   Provisional diploma certificate issuance
   Digital certificate generation of DMC/Diploma certificates by competent authority
   NAD/Digi locker integration
   Information regarding certificates will be published on portal & SMS will be sent automatically to the registered students.
   Rectification of certificates

11.1.6 Scholarship Management Module

5. The scholarship for the student should be provided online. The department should have the provision to set the scholarship criteria in the online admission form itself.
   It should have the facility of online Disbursement of Scholarship to the selected candidates

   The following printable reports should be generated through this module for Department:
   List of Applied candidates
   List of Invalid applications
   Institute - Student Wise Scholarship details
   Information and statistics of Online Scholarship
   List of Scholarships and eligibility Criteria
   SMS/Email Alerts to Students
11.1.7 Training and Placement Management Module:

| 6.  | • System should facilitate each institute to record the details of the Training & placement activities i.e. Placement date, name of the company, name of placement, coordinator from, type of placement, name of coordinator from institute. Also records of training of the students during the course.  
• System should facilitate to record the details of the student attended the placement i.e. roll no, name of student, course, placement level - Corporate Management Trainee, Management Trainee, Executive Grade, Supervisory Grade, Operational Grade etc., salary offered, job offered - yes/no.  
• System should facilitate list records with search options i.e. cluster, institute, academic year, student’s name, course, placement level, job offered, System should facilitate to generate summary of the students placed during the year, course wise- name of institute, roll no, student name, job placement (placement level), salary and total counts of the students placed during the year, total counts students not placed, total students. It should give distinct figures of placements. For example, if one student has attended four placements and got offer for by three companies. I should count it one placed having three offers.  
• System should facilitate to generate summary of the students placed during the year: Institute-wise, no of students placed in management grade, supervisory grade, operational grade, students not placed and total no of placement during the year. |

11.1.8 Asset Management Module:

| 7.  | • Asset Management: Store, Category, Sub Category, Unit Management, Item, Indent, Quotation, Comparison, Purchase, GRN Material Request, Material Issue  
• Machinery & other equipment at lab.  
• Furniture etc.  
• Consumables  
• Vehicle Management  
• Water & Electricity bill payment  
• Building Repair & Maintenance  
• Telephone Bills  
• Purchase at Head Office Level  
• Purchase at ITI Level  
• Disposal of old Machinery, Furniture etc.  
• Vehicle Management -Fuel, Service, Insurance and maintenance  
MIS • Central Stock Registers |
11.1.9 HELPDESK (Only for Online admission counselling)

- Bidder to maintain one help-desk/call centre—by providing man-power and sufficient infrastructure for the help-desk. Only premises will be provided by the department at Panchkula.
- Help desk is to be manned by at least 5 duly trained personnel after the commencing of online admission process and throughout the admission (For 3-4 months) and must be operational at least one week before the start of counselling process.
- The Bidder has to provide the software (ticket management system) used for the helpdesk. The bidder has to maintain the record of complaints received and disposed off on daily basis.
- The helpdesk shall be available as per the Department timings (8 a.m. to 5 p.m.) from Monday to Saturday.
- The vendor shall provide suitable qualified manpower at all times during the deployment, implementation and operational support period to perform the above or any related work as needed by the department. The minimum requirement of manpower is as per detail below should be available at HQ office.

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>No of Years of Experience</th>
<th>Nos</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Project Coordinator</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Programmer</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>Data Entry operator</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

- The vendor shall also maintain a Central Computer Cell and contact centre for any problem resolution. Minimum three persons shall be deployed during the period of contract for day-to-day problems solution and handholding.
- The Vendor will also create Contact Centre in their nearest office with minimum two responsible IT professionals, which shall be available on phone, fax and e-mail during the office hours. It should address all the issues pertaining operation support and maintenance, which may arise at all other centers. In case end users problems are not resolved within a reasonable time, the vendor shall depute its personnel to the location and provide the necessary help.

11.1.10 Mobile App for Students/Institute/Department (Android & IOS Based)

The vendor can use or integrate any Third Party off the shelf Mobile App to deliver below mentioned module and to disburse information to students/Staff. The vendor has to integrate app with the proposed solution and responsibility of delivery will be the selected vendor.
| Circular / News/ Events | - Admin, HOD & Principal - access rights to create, view & update circular/news/event.
- Teachers - view circular/news/event
- Students - view of circular/news/event created publically
- Parent - view of circular/news/event created publically |
| Feedback | - There should be an option for Feedback based on particular class, section, feedback title, feedback content, share with options & type of feedback as its for student or employee.
- There should be an option to choose class & section in student's case & department in employee's case.
- Feedback should be marked for all class & section or for particular student in student case & for all department or particular employee in employee's case.
- Teacher should have access rights to create, view & update feedback of those classes to whom he/she teaches in same manner as admin & principal.
- Student should be able to view feedbacks |
| Attendance | - Teacher should be able to choose class, choose attendance to be marked; there will be student's list.
- Teacher should be able to mark attendance after choosing date for attendance marking & marking attendance of student.
- Student's list should show current month's attendance count
- Teacher/Principal should have view of attendance for different months & years. |
| Student Profile & Search | Admin, Principal & Teacher should be able to search student by name or admission number and view student's profile as student's details, result details, attendance details, health details & fee details. Student Profile should provide following details:

  a) **Student Details**: Admission number, roll number, gender, etc.

  b) **Attendance Details**

  c) **Fee Details**: amount & total amount of all cycles, collected amount in different months & fine or dues pending.

  d) **Result Details**: different subjects along with grade in that

  e) **Health Details**: height, weight, blood group, etc. |
| Parent Dashboard | Attendance, Circular, News, Events, Teachers assigned, details of assigned teacher: along with their contact number in list for particular student clicked. Feedback & dues mentioned in dashboard provides information about children's feedbacks & fee |
a.) Learning Management System

The department needs a SAAS based solution to provide learning management system that helps to manage online content and monitor distance learning processes allowing the user to create and support learning courses accessible from all over the world.

The objectives to be achieved with the set up will be:

1. **Content Mapping**
   Content Mapping refers to the ability of the platform to be able to use a content based on courses, students and classes available in colleges. This will include course data, features and navigation structures. This will also include the ability to customize interfaces, learning design and provision of personalized learning experiences. The learner should have control as appropriate and should be easily able to create, view and share resources/activities.

2. **Tools and services**
   There should be a wide range of tools and services that can be provided as an integral or supplementary part of a learning platform.

3. **Detailed System Requirements Specification**
   - Scalable and robust enough to hold large volumes of data. High interoperability.
   - Robust enough to deal with many multiple sessions
   - Manageable upgrade path i.e. future integration / upgrade issues with functionality or data.
   - Secure dynamic linkage to any existing ERP/app/any other IT application running to manage system student-teacher-courses of the end customer.
   - Secure dynamic linkage to Learning Content and other external links.
   - Secured remote access to system i.e. user can access system in other locations
   - Data hosted on secure server
   - Automated backup facility
   - Manual backup facility (system admins)
   - System notifications for users e.g. system down for maintenance
   - There should be a consistent approach to authentication. System should have a flexible database management system
   - Make and restore back up of the content.
   - It should be possible to load, store and make sharable content objects available to users.
• It should be possible to load digital content into a storage area that can be presented to learners and accessed via the platform interface.

• Extensive reporting and analytics about all the features within e-learning environment

• Designed to be responsive and accessible. Interface is easy to navigate on both desktop and mobile devices. Customizable site design and layout.

• Content storage management of all types of content; documents, text graphic, audio and video. The user shall be able to view, create and edit digital content via an application.

• Detailed reporting, analytics and logs. View and generate reports on activity and participation at course and site level. Learning Progress Updates.

• Address security concerns by defining roles to specify and manage user access.

• Users should be able to access the learning platform away from the infrastructure i.e. from his personal machine or a smart phone.

• Dashboard (Admin- Teachers-Students)
  ✓ The Dashboard should be role specific. It should provide users with details of their progress and upcoming deadlines. It should organize and display courses for users. They should be able to view important activities such as current tasks, messages, percentage display on the course overview, sorting of timeline tab by dates or by courses, submit overdue assignments and alerts when assignments need grading.

4. Detailed Functional Requirements Specification

• **Super Admin Login / Department Login:** Users with privileges should be able to
  ✓ Access appropriate information
  ✓ View/ edit own profile
  ✓ Manage activities, version, module addition and deletion
  ✓ Gain support for common activity settings
  ✓ Manage user access, security
  ✓ Get information about learning progress updates
  ✓ Fetch teacher wise report, subject wise resource report, resource wise report, user wise reports, hits wise reports, active sessions report.
  ✓ Get information about user login details.
  ✓ Gain support to provide grade reports
  ✓ Get information about most active student, most active teacher, most popular resource
  ✓ Gain support for non-teaching activities should be provided. Eg. Publishing events in calendar.
  ✓ Manage approval of registration
  ✓ Create Teacher/ Admin Accounts
  ✓ Send notifications from/to colleges
  ✓ Create courses
  ✓ Create badges/certificates for learner/teacher appreciation
✓ Approved learning material
✓ Track learners’ performance.
✓ Upload and view course content. Content Type can be - video, audio, document (ppt, pdf, word, text, ppt with audio) and URL.

• College Admin / Principal: Users with privileges should be able to
  ✓ View/ edit own Profile
  ✓ Fetch teacher wise report, subject wise resource report, resource wise report, user wise reports, hits wise reports, active sessions report.
  ✓ Get information about user login details.
  ✓ Gain support to provide grade reports
  ✓ Get information about most active student, most active teacher, most popular resource
  ✓ Gain support for non-teaching activities should be provided. eg. Publishing events in calendar.
  ✓ Gain support of dynamic calendar where user can view all the activities at a glance
  ✓ Manage approval of registration
  ✓ Create teacher/admin accounts
  ✓ Send notifications from/to colleges
  ✓ Create courses
  ✓ Create badges for learner/teacher appreciation.
  ✓ Approve learning material
  ✓ Upload and view course content. Content Type can be - video, audio, document (ppt, pdf, word, text, ppt with audio) and URL.
  ✓ Track learners’ performance.

• Teacher Login: Users with privileges should be able to
  ✓ Produce and manage lesson plans.
  ✓ Upload and view course content. Content Type can be - video, audio, document (ppt, pdf, word, text, ppt with audio) and URL.
  ✓ Track learner’s performance
  ✓ View / edit profile
  ✓ Manage Private Files
  ✓ Add videos
  ✓ Send/check notification for upcoming events
  ✓ Maintain Tasks: today, upcoming, and overdue
  ✓ Get information about Course Statistics and Progress
  ✓ Gain Support for non-teaching activities should be provided. eg. Publishing events in calendar.
  ✓ Use dynamic calendar where user can view all the activities at a glance
  ✓ Design and set quiz tests, which may be automatically marked and feedback and/or to correct answers shown.
  ✓ See online students
- View Courses and Timelines
- Add Students
- Gain support for online grading and online chat
- Create/check announcements
- Create assignment, tutorials, attendance register, glossary and blogs
- Create/ Get Feedback
- Create and participate in online forum
- Create Question Bank
- Create Survey, wiki, workshop and book
- Manage Files
- Create Folders for similar files
- View Student Progress

**Student Login:** Users with privileges should be able to
- View course content. Content Type can be- video, audio, document (ppt, pdf, word, text, ppt with audio) and URL.
- Use dynamic calendar where user can view all the activities at a glance
- Manage private files
- View upcoming events
- Gain support for non-teaching activities should be provided. eg. Publishing events in calendar.
- View online users, courses and timelines
- Use online Chat and feedback
- Check notifications
- View announcements, assignments and tutorials
- Take part in discussion forums by posting and reading messages.
- View Glossary, lesson plan, quiz, survey, workshop, book, file, folder, page and URL.

**Project Perspective**

The system shall have a platform which is independent and is perfect in nature; however, it will require its users to have access to the web portal through a dedicated web browser on their computer, mobile, notebook, etc. This means that the users of the system do not need to invest in any other software to get the most out of the software system as any Windows based PC comes installed with a web browser and any non-Windows machine can use Fire-Fox or other freeware browsers. The system will also have the ability to send email/sms notifications to users whenever required.

**System interface**

The web portal system may rely on, very little, in the way of data migration from other databases whenever necessary data needs to be imported to the system. However, the system will require user interfaces for such type of data migration, data backup/recovery etc. It means that, the complete system is to be a web enabled system i.e. all user interaction is done through a web browser only. The System interfaces required on the system server are the following:
• Network interface to a network with an internet connection
• Database connection to the any database containing all types of data
• Android based application server to database

User interfaces

All user interfaces occur through a web page only.

Hardware interfaces

There are no hardware interfaces to this system.

Software interfaces

The system will interface to any third party bulk sms service providers’ system the system will interface to an email system using SMTP.

User Characteristics

Most users will be of the type authorized user and very few of the type non-authorized user. Based on user’s role, system will have different level of users as below:

Super Admin:

• This user will able to access any web page.
• This user will have full access rights and privileges.
• This user will able to configure/update/delete/modify any data.
• This user will able to set access matrix to assign user > role > screen throughout the system.
• This user will able to create/delete any type of user.

Admin:

• This user will responsible for update/modify/delete/add/configure data at DTE level, Institute level.
• This user will have rights to create/delete user at DTE level and Institute level.

Institutes/Organization:

• This user will able to access only institute level web pages to configure/update/delete/modify institute related data.
• This user will not have any type of access to other institute.
• This user will able to create/delete user at institute level only, if any.

Employee:

• This user will able to access his/her data only.
• This user will not have rights to access other than his/her data only.
• This user will able to update/modify/delete/add his/her data only.

Student:

• This user will able to access his/her data only.
• This user will not have rights to access other than his/her data only

General Constraints
There are a few constraints which the system must abide by during development. The system must be developed within their bounds. These constraints may dictate a number of the functional and non-functional requirements to be specified in later stage. These constraints are important to be aware of during the implementation of the software system.

✓ The system shall be developed for use of web enabled portal applications. This shall not limit the ability for real time updates to the system.
✓ The system shall be developed in open source or windows environment.
✓ Data must be stored in a relational database for quick queries and storage.
✓ Passwords shall be sent and stored in encrypted form.
✓ Some users are authorized users while some are non-authorized users.
✓ Non-authorized users will not see other user’s information.
✓ The system shall be robust enough to handle all type of data.
✓ The system shall be able to send email/sms notifications to any common email/sms server promptly and correctly whenever necessary.
✓ Server Client communication must be done over TCP connections
✓ System must be error/bug free at the time of production use.
✓ The system will take care of removal of duplicate records and well standard optimized DB/schema design.

**Specific Requirements**

The system will have common home/login page for every user. The existing every user will enter user name, password, captcha (to avoid computer as a robot user) to log into the system. The system will have registration page for new user by selecting user type. Registration will be done with validating existing minimum information (mainly email id and Mob. No.). This minimum information will be updated by admin user at respective level. In case of forgot username or password, system will have the facility to reset the password. The system will send email/sms notification after successful registration. All passwords will be stored in encrypted form.

**User Management Module**

The system shall have UI and role based user configuration facility at each level of user characteristics as per the following:-

1. Web portal will be enabled with user authentication and session management for each and every page.
2. The system shall manage access right/privileges using access matrix configuration at all user level i.e. Institute/ Nodal Centre/DTE level.
3. The module will be able to configure user to role and role to screen (web page) mapping at different levels.
4. The system will have mechanism for username or password forgot facility through email/sms notification.
5. The system will store password in encrypted format only.
6. This module will be able to integrate with all other modules and will have capability to scale up to large number of users and futuristic application module.
7. All information (data) related to this module will be stored on application DB server.

12 Attachments with Bid

The Bidder shall submit with its bid, inter alia, the following attachments:

Bidder is required to submit duly signed & stamped copy of RFP along with Technical Bid.

General Information & Compliance to Instructions to Bidder

1. The Part-1 of proposal shall contain General Information of the Bidder & Compliance of Instructions to Bidder and comprise the following items and others as listed in the Annexure 1:

2. Proposal Cover Letter

3. The bidder shall provide the Proposal covering letter (on company’s letter head) only in the format provided in Annexure 1, Form 1 of this document.

4. The bidder shall provide the General information about them (on company’s letter head) only in the format provided in Annexure 1, Form 2 of this document.

Bidder’s Authorization Certificate

The bidder shall provide the Bidder’s Authorization Certificate (on company’s letter head) only in the format provided in Annexure 1, Form 3 of this document.

Conflict of Interest

Bidder shall furnish an affirmative statement/self-declaration (on company’s letter head) only in the format provided in Annexure 1, Form 4 of this document, as to the existence/absence of any potential conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with HSBTE/DTE. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.

Authenticity of Documents submitted

Bidders should submit an unconditional declaration as per Annexure 1, Form 5 on company’s letter head that all the requisite Forms/Declarations/Covering Letter/Annexure/Documents submitted as part of, technical and financial bids are in the same format as given in the RFP and shall not include any conditional statements. Deviations (if any) from the defined scope of proposed project are explicitly mentioned in the Form 6 of this document.

Completeness of the Bidding Documents

Bidder should furnish unconditional declaration for Completeness of the Bidding Documents in the format provided in Annexure 1, Form 6 of this document.

Unconditional Bidding Documents

Bidder should furnish unconditional declaration for Unconditional Bidding Documents in the format described in Annexure 1, Form 7 of this document.

Complete Responsibility for the completion and execution of the project in all respects.

Bidder should furnish unconditional declaration for Complete Responsibility of the project in the format described in Annexure 1, Form 8 of this document.

Deviations and Exclusions

The bidder shall provide the deviations and exclusions, if any, from the defined scope of proposed project only in the format described in Annexure
Source Code and Intellectual Property Rights

The IPR of customisation done on the original source code shall lie with DTE/GoH. Bidder should furnish declaration for supporting the clause only in the format described in Annexure 1, Form 9 of this document.

Technical Bid

The technical bid should contain a detailed description of how the bidder will provide the required services outlined in the RFP. It should articulate in detail, as to how the bidder’s Technical Solution for this Project meets the requirements specified in the RFP.

Technical Proposal

The Technical Proposal should consist of the information mentioned in the format provided in Annexure 2, Form 10 of this document.

Please note:

i. In case of any deviations, the same needs to be clearly highlighted as per the format described in Annexure 1, Form 9.

ii. The technical bid must NOT contain any pricing/commercial information.

iii. In submitting additional information, please mark it as supplemental to the required response.

iv. The Technical Proposal should be concise and should address the following at the minimum without ambiguity:
   a) Brief Profile of bidder
   b) Approach and Methodology proposed in terms of
      • Project Understanding
      • Deployment Plan
      • Technology stack to be used (for designing, development & Database)
      • Detailed Technical Architecture
      • Detailed Proposed Project Management approach and methodology
      • Training and O&M support
   c) Experience in Design, Development and Operation of website and software for any Government Department/Public Sector Undertaking/Private sector. (Strictly as per defined template).
   d) Detailed Project/Work Plan (as per defined template)
   e) Detailed Resource Deployment Plan of the proposed manpower Including Team structure and CV of the resource(s) proposed separately. (Strictly as per defined template)
   f) Proof of Concept

vi. The deliverables as given in the technical bid should be in consonance with the Commercial Bid. Any deviations in the final deliverables between technical and commercial bids shall make the bid as being unresponsive and may lead to disqualification of the bid. HSBTE reserve the right to take appropriate decision and action in this regard.

vii. HSBTE is also open to any suggestions that the bidder may want to render w.r.t., the approach adopted for the assignment in the light of their expertise or experience from similar assignments. However, this should not lead to the submission date being missed or extended.
Project Description Template

i. Bidders shall provide this information only as per the format (Project Description Template) provided in Annexure 2, Form 11 of this document.

Work Schedule Template

The bidders shall showcase the project/work plan for different tasks which the vendor plans to start and accomplish as part of the project against technical criteria at S No 4 (Annexure 2, Form 12) as per the format (Work Schedule Template) provided in Annexure 2, Form 12 of this document.

Team Composition and Task Assignments

The bidder shall provide Manpower Deployment Plan against technical criteria at S No 5 (Annexure 2, Form 13) only in the format designed for Team Composition and Task Assignments & provided in Annexure 2, Form 13 of this document with the information regarding the expertise of resources in the organization that enable the organization to provide a scalable, robust, and industry-standards based product and support services.

Curriculum Vitae (CV) for Proposed Nodal officer (Project Lead /Manager)

The bidder shall provide the information against technical criteria at S No 5 (Annexure 2, Form 13) as per the format provided at Annexure 2, Form 14 (Curriculum Vitae (CV) for Proposed Professional Staff Template) of this document.

Commercial Bid

The price would be strictly as per Annexure 3 of the RFP. The bids not conforming to the format shall be rejected.

Covering Letter

The bidder has to submit the Commercial Proposal along with the Covering letter (on company’s letter head) only in the format provided in Annexure 3, Form 16 of this document. Proposal without Covering letter shall be rejected.

Commercial Proposal

The bidder has to submit the Commercial Proposal only in the format provided in Annexure 3, Form 16 of this document. The details of Cost Components shall be submitted in the format provided in Annexure 3, Form 16.

Please note:

i. The Financial Proposal should only indicate prices without any condition or qualification whatsoever and should include all taxes, duties, fees, levies and other charges levied by Central & State, as may be applicable in relation to activities proposed to be carried out.

ii. The commercial bid must be detailed and must cover each year of the contract term. The bidder must provide the Original commercial bid in online only.

iii. The bidder is required to quote for all the defined requirements on a fixed price basis. In addition, they are required to quote for manpower based on experience levels of candidates as indicated in the financial quote. Blended rate as specified in the financial quote shall be applicable to any significant changes to the solution.
iv. Since the operations could keep evolving requiring inclusion of Add on Project Item(s), any new e-forms, bidder is also required to furnish a fixed price quote for the same as specified in the financial proposal.

v. Financial Evaluation shall be done on the basis of price quoted for total items (i.e. grand total amount).

vi. Proposals not containing cost for any of the cost components shall be straightway rejected without any further consideration.

Terms and Conditions - Post Award of Contract

Change Request

The bidders are also required to quote for manpower based on experience levels of candidates as indicated in the financial quote. Blended rate as specified in the financial quote shall be applicable to any significant changes to the solution.

Limitation of Liability

The entire & collective liability of the bidder arising out of or relating to this engagement, including without limitation on account of performance or non-performance of obligations hereunder, regardless of the form of course of action, whether in contract, RFP or otherwise, shall in no event exceed the total Contract Price under this project plus invoking of the Bank Guarantee submitted by the bidder.

Termination

Material Breach

(a) In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month’s notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, the HSBTE/DTE as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:

(i) If the Implementation partner is not able to deliver the services as per the SLAs defined in this RFP which translates into Material Breach, then the HSBTE/DTE may serve a 7 days written notice for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, the HSBTE/DTE will have the option to terminate this Agreement. Further, the HSBTE/DTE may also offer a reasonable opportunity to the System Partner to explain the circumstances leading to such a delay.

(b) In the event that System Partner undergoes change of control, HSBTE/DTE may, as an alternative to termination, require a full Performance Guarantee for the obligations of System Partner by a guarantor acceptable to DTE or its nominated agencies. If such a guarantee is not furnished within 30 days of DTE’s demand, the DTE may exercise its right to terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the System Partner.

Effects of termination

(a) In the event that HSBTE/DTE terminates this Agreement pursuant to failure on the part of the System Partner to comply with the conditions as contained in this Clause and depending on the event of default, Performance Bank Guarantee furnished by System Partner may be forfeited.

(b) Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out in this Agreement.

(c) On termination of this Agreement for any reason, the HSBTE/DTE will decide the appropriate course of action.
Termination of this Agreement due to bankruptcy of System Partner. The HSBTE/DTE may serve written notice on System Partner at any time to terminate this Agreement with immediate effect in the event that:

(a) The System Partner reporting an apprehension of bankruptcy to the HSBTE/DTE or its nominated agencies;

(b) HSBTE/DTE or its nominated agencies apprehending a similar event.

Exit Management Clause

Exit Management Purpose

(a) This schedule sets out the provisions, which will apply on completion and termination of the contract.

(b) The bidder/System Partner shall provide Exit Management plan clearly specifying the duration and activities required for such transition/migration before three months’ period from the date of expiry of contract, or termination of the operations.

(c) The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

(d) Cooperation and provision of information - During the exit management period, the existing System Partner will allow new designated agency to access information required to define the current mode of operation; enabling the new designated agency to assess the existing services being delivered and take proper control of the Infrastructure being used.

(e) In case of premature termination of contract, the bidder shall initiate exit management and shall carryout all operations till the time; handover to the new designated agency is completed. During such transition/migration stage it is also to be ensured that there is no service down time.

(f) The bidder shall provide handholding support/overlapped operations for a period of 3 months with the new designated agency who is going to manage the operations thereafter.

Force Majeure

The vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, “Force Majeure” means an event beyond the control of the vendor and not involving bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the HSBTE/DTE in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify the HSBTE/DTE in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

Disputes Resolution

Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in
connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the Dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 60 days from the date of receipt of written notice.

JURISDICTION:

The dispute, if any shall be subjected to the jurisdiction of courts at Panchkula (Haryana). Any other jurisdiction mentioned in the quotation/tender or invoices or any other document shall have no legal sanctity. Terms and conditions printed on Quotation/invoice of the firm if any shall not be binding on the HSBTE / DTE except those mentioned specifically on the work order and acceptance of the work order shall be construed as the firms complete agreement to all the terms and conditions contained in the work order. Any dispute arising with regard to any aspect of the contract shall be settled through mutual consultations and agreement between the Bidder and the HSBTE / DTE.

ARBITRATION:

For the purpose of this contract, there will be no provision of arbitration. The decision of the Secretary shall be final and binding in case of any depute.

RECOVERY OF SUMS DUE:

Whenever any claim for the payment of money arises out of or under this contract against the Bidder / contractor, the HSBTE/DTE shall be entitled recover such sum by appropriating, in part or whole the bills, performance amount / security deposit deposited by the contractor. Should the sum not be sufficient to cover the full amount recoverable, the Contractor shall pay on demand the remaining balance due to the HSBTE/DTE.

INDEMNITY:

The HSBTE/DTE/HSTES shall not be liable for discharging any financial, judicial and / or administrative commitments made by the Bidder / contractor to any entity whatsoever. The Bidder / contractor shall be solely responsible for fulfilling its obligations under the contract and various laws as applicable and amended from time to time. The Bidder / contractor shall indemnify/compensate DTE / HSBTE and its employees and its properties against any loss and / or damage caused or likely to be caused by any omission/neglect/ action, demand, proceedings, dishonesty or connivance of any work force of the contractor, prosecutions, attachments, non-payment of taxes, non-clearance of liabilities, non-observance of statutory laws /rules of the local bodies/ State/ Central Governments.

CONFIDENTIALITY:

It is understood between the parties hereto that during the course of business relationship, the Bidder / contractor or its personnel may have access to confidential information of DTE / HSBTE and it undertakes that it shall not, without HSBTE/DTE’s prior written consent, disclose, provide or make available any confidential information in any form to any person or entity or make use of such information. This clause shall survive for a period of 7 years from the date of expiry of the agreement. In case of default, suitable punishment in the form of fine, financial loss suffered by DTE / HSBTE or debarring the firm for works associated with DTE / HSBTE in future, can be imposed by DTE / HSBTE on the contractor and the same shall be acceptable to the contractor. The DTE / HSBTE shall also be at liberty to initiate civil/criminal action against the concerned personnel or/and contractor in case of default as aforesaid.

Award of Contract
Right to accept / reject any or All Proposals

HSBTE/DTE reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any financial or other liability to the affected bidders or any obligation to inform the affected bidders of the grounds for HSBTE/DTE’s decision.
Notification of Award

Prior to the expiration of the validity period, HSBTE/DTE/HSTES will notify the successful bidder in writing, to be confirmed in writing by letter, that its bid has been accepted.

In case the tendering process/public procurement process has not been completed within the stipulated period, HSBTE/DTE/HSTES may 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 guarantee, HSBTE/DTE will promptly notify each unsuccessful bidder. HSBTE/DTE shall not be bound to give reasons for rejection of any bid.

Contract Finalization and Award

High power purchase committee of the state is the competent body to authorize the award and such award shall be subject to the norms applicable by the state.

Signing of Contract

Within 15 days of receipt of the initial Notification of Award the successful Bidder shall execute the Contract with HSBTE/DTE. The submission of Performance Bank Guarantee shall be a pre-condition for signing of the contract (please refer Annexure 4 for submission of Performance Bank Guarantee).

Term of the Contract

The term of this Contract shall be for a period of three years commencing from the date of “Successful Implementation / Go-live” of end to end solution. However, the contract may be extendable, on mutually agreed terms and conditions, one year at a time for a period of next three years. (The Date of Go-Live will be date on which bidder received Letter of Successful Implementation/ Go-Live from DTE)

Failure to agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event HSBTE/DTE may award the contract to the next best value bidder or call for new bids or invoke the PBG.

14 Payment Schedule

The following section outlines the payments to be given by HSBTE/DTE to the selected bidder for successful execution of the project at each milestone of the project.

Payment Schedule for the Services provided by the System Partner

The following schedule would be followed for payment during the Project implementation in line with scope of work:
### A. DTE Portal and Admission Counselling Costing

<table>
<thead>
<tr>
<th>S.NO.</th>
<th>Activities (Development, Customization, Implementation of Application for the following)</th>
<th>No of Unit</th>
<th>Payment Terms</th>
</tr>
</thead>
</table>
| 1.    | One time System Study, Setup Customisation and Pilot Run of DTE Portal including all modules and Mobile Application at One Institute | 1          | A. 50 % on System Study and Setup  
B. 50 % on successful completion |
| 2.    | Annual maintenance and updation charges for all modules all institutes (approximately 30 Institutes) | 30         | Quarterly     |
| 3.    | Online admission counselling (Per valid application) approximately **150000** applications | 150000     | A. 40% payment to be made after conducting 4 successful counselling rounds.  
B. 30% payment to be made after closing of admissions.  
C. 30% payment to be made after 20 days of closing of admissions. |
| 4.    | Annual maintenance and updation charges for mobile application                           | 1          | Quarterly     |
| 5.    | Fee for Operating Help Desk per month                                                    | 1          | Quarterly     |

- The price quoted above are including all levied taxes except GST.
- The price quoted above shall be valid for 5 years

### B. Learning Management System Costing

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Item</th>
<th>Qty.</th>
<th>Payment Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>License cost for colleges for the development and installation of LMS (per year cost) includes Onetime study, development, customisation, UAT and Go-live of complete end to end LMS for pilot institute and Inclusive of annual cloud hosting deployment, DC and DR, high availability and database administration and MeTY empanelled CSP for 2 more years (detailed infrastructure inclusive in commercial proposal is for the hosting of 37 (approximately) institutes.</td>
<td>37</td>
<td>90% advance for first year and balance 10% within 15 days from Go-Live. For second year onward, 100% yearly advance payment.</td>
</tr>
</tbody>
</table>
Annexures

Annexure– 1 General Information & Compliance to Instructions to Bidder

Form1: Proposal Cover Letter

[Date]  

RFP No.: To,

The Secretary,
Haryana State Board of Technical Education
Bays 7-12, Sector-4
Panchkula

Dear Sir,

Ref: RFP for Selection of System Partner for Software Design and Development for HSBTE Comprehensive ERP solution from Entry to Exit for Diploma Student with Maintenance & Support Services.

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the RFP for proposed project solution. To meet such requirements and provide such services as required and are set out in the tender document. We attach here to the tender response as required by the tender document, which constitutes our bid.

We undertake, if our bid is accepted, to adhere to the implementation plan (Project schedule) for providing Services in Study, Design, Development, Implementation, Operation and Maintenance of proposed project put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and HSBTE or its appointed representatives.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response for a period of 90 days from the last date of submission of the bid document and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and HSBTE/DTE.

We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to HSBTE is true, accurate,
and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead HSBTE as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/service specified in the tender response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2019

Signature)
(In the capacity of)
Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company) Seal/Stamp of bidder
Witness Signature........................ Witness Name.............................. Witness Address.............................
**Form 2: General information of the bidders**

<table>
<thead>
<tr>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details of the Bidder</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Telephone</td>
</tr>
<tr>
<td>E-mail</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Mobile Number</td>
</tr>
<tr>
<td>Landline Number</td>
</tr>
</tbody>
</table>

Dated:

Place: Signed & sealed:

(Authorized representative of the firm)

**Please Note:-**

1. All Fields are to be filled & should not be altered or left blank
Form 3: Bidder's Authorization Certificate

To,

The Secretary

Haryana State Board of Technical Education

Bays 7-12 Sector-4

Panchkula

<Bidder's Name> ---------------------------------------

<Designation>-----------------------------------

is hereby authorized to sign & stamped relevant documents on behalf of the Company in dealing with Tender of reference <Tender No. and Date>----------------------------------------

He is also authorized to attend meetings and submit Technical and Commercial information as may be required by you in the course of processing above said tender.

Thanking you, Authorized Signatory

<Name>

Seal

----------------------------

This tender document is not transferable.
Form4: Declaration for Conflict of Interest

I, authorized representative of , hereby solemnly undertake as to the existence / absence of any potential conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with HSBTE/DTE. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.

In the event of any change/deviation from the factual information/declaration HSBTE/DTE reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:
I, authorized representative of , hereby solemnly undertake that all the requisite Forms/Declarations/Covering Letter/Annexure/Documents submitted as part of pre-qualification, technical and financial bids are in the same format as given in the RFP and shall not include any conditional statements. Deviations (if any) from the defined scope of proposed project are explicitly mentioned in the Form 9 of this document.

In the event of any change/deviation from the factual information/declaration HSBTE/DTE reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed:(Authorized representative of the firm) Place:
Form6: Declaration for Completeness of the Bidding Documents

I, authorized representative of , hereby solemnly affirm that the complete solution to accomplish the requirements of the RFP has been understood and has been factored in the documents submitted as a part of proposal/bid for “Study, Design, Development, Implementation, Operation & Maintenance of Software for HSBTE/DTE Comprehensive ERP solution from Entry to Exit for Diploma Students with Maintenance & Support Services”.

I also confirm that the company is not Blacklisted or Banned by any State / central Government or any Government Institution in India. In the event of any deviation from the factual information/declaration HSBTE/DTE reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed:(Authorized representative of the firm) Place
Form 7: Declaration for Unconditional Bidding Documents

I, authorized representative of ____________________________, hereby solemnly affirm that the Bid documents submitted as a part of pre-qualification, technical and financial bid are unconditional in all respect considered for “Selection of System Partner for Study, Redesign, Development, Implementation, Operation & Maintenance of Software for HSBTE / DTE Comprehensive ERP solution from Entry to Exit for Diploma Students with Maintenance & Support Services”.

In the event of any deviation from the factual information/ declaration HSBTE/DTE reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed:(Authorized representative of the firm) Place
Form8:Declaration for Complete Responsibility

I, authorized representative of Bidder for the purpose of bidding for “Study, Design, Development, Implementation, Operation & Maintenance of Software for HSBTE Comprehensive ERP solution from Entry to Exit for Diploma Students with Maintenance & Support Services”. I, hereby solemnly affirm that we shall be solely liable and responsible for the completion and execution of the project in all respects.

In the event of any deviation from the factual information/ declaration HSBTE/DTE reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:
Form 9: Declaration for Source Code and Intellectual Property

Rights

I, authorized representative of ________________________, hereby solemnly affirm to the IPR of customisation done on original Source Code rights as defined in this RFP document.

In the event of any deviation from the factual information/ declaration HSBTE/ DTE reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed:(Authorized representative of the firm) Place:
Annexure 2: Technical bid format & Evaluation Criterion

The Technical Proposal should consist of the information mentioned in the table below:

Form 10: Criteria/Sub Criteria and Point system for the evaluation of Technical bids

Technical Evaluation

The proposal from the bidders will be evaluated based on evaluation parameters mentioned below.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Criteria/Sub Criteria</th>
<th>Max Criteria/Sub Criteria Points</th>
<th>Section No. and Page No. against each Criteria/Sub Criteria compliance in the Bidders Proposal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Approach and Methodology proposed in terms of:</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Project Understanding <em>(6 marks)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Deployment Plan <em>(5 marks)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Technology stack to be used (for designing, development &amp; Database) <em>(6 marks)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Detailed Technical Solution on and its various components proposed <em>(5 marks)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>e. Detailed Technical Architecture <em>(4 marks)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>f. Proposed Project Management approach and methodology <em>(5 marks)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>g. Training and O &amp; M support <em>(4 marks)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Experience in Design, Development and Operation of Web Application for any Government Department or Public Sector Undertaking. (Maximum of 2 projects will be taken into consideration for such evaluation)</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Experience in Design, Development and Operation of Web Application/Mobile Application for Government of Haryana’s Department or Public Sector Undertaking. (Maximum of 2 marks will be taken into consideration for each successfully delivered project)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Experience in Design, Development and Operation of Mobile Application for any Government Department or Public Sector Undertaking. (Maximum of 2 projects will be taken into consideration for such evaluation)</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>
**Note:** Technical Scoreless than 60% will not be considered for Commercial Bid.

1. Board /DTE will assign points to the technically qualified bidders based on the technical evaluation criterion mentioned and approved by committee. The commercial bids of only technically qualified bidders will be called and reviewed to determine whether the commercial bids are substantially responsive. The passing score in Technical evaluation is 65 out of Total 100 (Hundred) Marks in the above-mentioned criteria.

2. Bidder is required to submit necessary credentials/ documentary proof of Purchase Order /Agreement/ Completion Certificates, detailing Scope of Work, etc. or relevant documents in support each of above parameters.
Lack of Competition

1. If a situation arises where if after evaluation of bids, the tendering authority ends up with one responsive Bid only and in such situation, the tendering authority would check as to whether while floating the RFP all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the RFP would be re-floated after rectifying deficiencies.

2. The bid process shall be considered valid even if there is one responsive Bid after its tendering second call provided that: I. The Bid is technically qualified
   II. The price quoted by the bidder is assessed to be reasonable and appropriate
   III. The Bid is unconditional and complete in all respects
   IV. There are no obvious indicators of cartelization amongst bidders
   V. The bidder is qualified as per the provisions of pre-qualification/eligibility criteria in the bidding document
Form11: Project Description Template

<table>
<thead>
<tr>
<th>S. No</th>
<th>Particular</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Citation Serial Number</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Name of Project</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Name of Client</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Address of Client</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Contact Person Name &amp; Mobile/Telephone</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Type of Project</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Government/Private/others)</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Type of Assignment (Development/Customization/Service/others)</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Total Assignment Value (inRs)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>{excluding tax}</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Payment realization value against project</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(till date)</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Start &amp; End Date From:To:</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Project Time lines/Duration (in months)</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Name of modules implemented in the project</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Whether completed or ongoing</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Ongoing Activities:</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Number of personnel provided by the Agency</td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Brief narrative description of Project:</td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>Name of key team personnel involved and</td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Plan for bringing knowledge and experience</td>
<td></td>
</tr>
</tbody>
</table>

Please Note:
a. All Fields are to be filled & should not be altered or left blank.
**Form12: Work Schedule Template**

The bidder is to describe the work schedule for different tasks which the vendor plans to start and accomplish as part of the project, using the following format:

<table>
<thead>
<tr>
<th>S. No</th>
<th>Activity</th>
<th>Name of Resource / Manpower Allocated</th>
<th>Position of Resource / Manpower Allocated</th>
<th>Whether Allocated Onsite /offsite</th>
<th>months/weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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Dated:

Signed & sealed:(Authorized representative of the firm)

Place:

**Please Note: -**

a. Duration of activities shall be indicated in the form of a bar chart.  
b. The work schedule should reflect how and by when the bidder is expected to complete the assignment for each of the component, as per the major deliverable in the scope of work of the vendor and the timelines of achieving the same as mentioned in the RFP.
### Form 13: Team Composition and Task Assignments

<table>
<thead>
<tr>
<th>Professional Staff</th>
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<tbody>
<tr>
<td>Name of Staff</td>
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</table>

Dated:

Signed & sealed:(Authorized representative of the firm)

Place:

**Please Note:-**

a) This information should be provided for all key staff, such as team leaders, project managers, technical support staff, etc.

b) The relevant CV’s of the professional staffs mentioned above are also required to be given in the format provided under this section.
Form 14: Curriculum Vitae (CV) for Proposed Professional Staff

Template

1. Proposed Position [only one candidate shall be nominated for each position]:

2. Name of Firm [Insert name of firm proposing the staff]:

3. Name of Staff [Insert full name]:

4. Date of Birth: \hspace{1cm} Nationality:

5. Education [Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Educational Qualification</th>
<th>Name of College/University</th>
<th>Month &amp; Year Of Passing</th>
<th>Marks Obtained.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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<td>3.</td>
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</tbody>
</table>

6. Total Years of Post-Qualification

Experience:

7. Membership of Professional Associations:

- 

8. Other Training [Indicates significant trainings since degrees under "5–Education" were obtained]:

9. Countries of Work Experience: [List countries where staff has worked in the last ten years]:

10. Languages [For each language indicate proficiency: Yes/No in speaking, reading, and writing]

<table>
<thead>
<tr>
<th>S. No</th>
<th>Languages</th>
<th>Read</th>
<th>Write</th>
<th>Speak</th>
</tr>
</thead>
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</tbody>
</table>
11. Employment Record  [Starting with present position, list in reverse order every employment he/ld by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held, Project handled.]:

From[Year]:To[Year]:

Employer:__________________

Positions held: ____________________

12. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

________________________________________ Date: __________________

[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative ________________
Annexure3: Commercial Bid Format

Form15: Covering Letter

To,

The secretary
Haryana State Board of Technical Education
Bays 7-12 Sector-4
Panchkula

Subject: Selection of System Partner for Software Design and Development for HSBTE Comprehensive ERP Solution from Entry to Exit for Diploma Students.

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

Sir,

We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect of Selection of System Partner for Software Design and Development for HSBTE Comprehensive ERP Solution from Entry to Exit for Diploma Students & Support Services do hereby propose to provide services as specified in the Tender documents number <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

1. 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 90 calendar days from the date of opening of the Bid.

We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.

The proposal covers optional cost items and cost for additional work resulting from scope changes as specified in this document.
2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATION

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.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is___________ for the entire scope of the work as specified in the RFP. These summary of cost are indicated in Form 16 of this Section attached with our Tender as part of the bid proposal.

Yours faithful

Designation Seal

Date: Place:

Business Address:
Form16: Summary of Cost Components

(To be submitted online as well Hard copy)

To,

The Secretary
Haryana State Board of Technical Education
Bays 7-12 Sector-4, Panchkula

Subject: Design, Development, Implementation & Maintenance of HSBTE Comprehensive ERP Solution from Entry to Exit for Diploma Students.

Dear Sir,

We hereby bid for the Software Design and Development with Maintenance & Support Services, as per the RFP Document, as under:-

<table>
<thead>
<tr>
<th>A.</th>
<th>ERP System</th>
<th>Qty.</th>
<th>Rate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.NO</td>
<td>Item</td>
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<tr>
<td>1</td>
<td>One Time Study, Development of complete end to end ERP solution &amp; related activities as per scope of work.</td>
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<td>2</td>
<td>Annual Cost Per College for the Project Management, Implementation, Technical Support.</td>
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<td>3</td>
<td>Annual Hosting, Deployment, DC &amp; DR, High availability and Database Administration.</td>
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<td>B.</td>
<td>LMS</td>
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<td>License cost for colleges for the development and installation of LMS (per Year cost)Includes One-time study, development, customization, UAT and Go-Live of complete end to end LMS for pilot institute and, Inclusive of annual cloud hosting deployment, DC and DR,</td>
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</tbody>
</table>
1. I/We agree to keep this offer valid for 120 (One Hundred and Twenty) days from the Bid Due Date specified in the RFQ cum RFP.

2. I/We agree and undertake to abide by all the terms and conditions of the Bidding Documents. By filling this Form online, we hereby irrevocably consent and agree to be bound by all the terms and conditions set out hereunder.

Note:-

The Bidder shall not quote in decimal or fraction and shall provide the quote both in figures and words. Further the quote in words shall take precedence over figures and shall be deemed as final.

Any conditional Bid shall be summarily rejected.

(Authorised Signatory)