



# **GUJARAT NATIONAL LAW UNIVERSITY**

**(Established Under Gujarat Act No.: 09 of 2003)**

**Tender Notice No: PC-04/2020**

**Date: 05/08/2020**

**TENDER**

**FOR**

**TURN-KEY DEPLOYMENT OF CLOUD-BASED  
IUMS (INTEGRATED UNIVERSITY MANAGEMENT SYSTEM) BASED ON  
SaaS (SOFTWARE AS A SERVICE) MODEL FOR GUJARAT NATIONAL LAW  
UNIVERSITY**

### **Disclaimer**

This document contains confidential information on Gujarat National Law University (GNLU) which is provided for the sole purpose of permitting the bidder to make a proposal. In consideration of receipt of this document, the bidder agrees to maintain such information confidential and to not reproduce or otherwise disclose this information to any person outside the group directly responsible for evaluation of its contents, except that there is no obligation to maintain the confidentiality of any information which was known to the bidder prior to receipt of such information from GNLU or becomes publicly known, through no fault of bidder, from GNLU or is received without obligation of confidentiality from a third party owing no obligation of confidentiality to GNLU.

## TABLE OF CONTENTS

<b>Sl. No.</b>	<b>Content</b>	<b>Page</b>
1.	Notice Inviting Tender	3
2.	Introduction	4
3.	Information to Bidders	5
4.	Scope of Work	14
5.	General Conditions of Contract	26
6.	Project Management	31
7.	Annexure-I:Proforma for Technical Bid	33
8.	Annexure-II:Proforma for Financial Bid	35
9.	Annexure-III:Bidder's Annual Turnover Certificate issued by the Statutory Auditor	36
10.	Annexure-IV:Letter of Transmittal	37
11.	Annexure-V:Certificate	38
12.	Annexure-VI: Format for Integrity Pact	39
13.	Annexure-VII : Technical Compliance to the Scope of Work	45
14.	Annexure-VIII : Details of Completed Deployments	51
15.	Annexure- IX : Profiles of 10 Key Personnel engaged in IUMS for the Bidder	52

## NOTICE INVITING TENDER

### **FOR TURN-KEY DEPLOYMENT OF CLOUD-BASED IUMS (INTEGRATED UNIVERSITY MANAGEMENT SYSTEM) BASED ON SaaS (SOFTWARE AS A SERVICE) MODEL FOR GUJARAT NATIONAL LAW UNIVERSITY**

Tender document can be downloaded from <https://www.nprocure.com/> by any interested eligible vendor. Technical and Financial bids are invited from the eligible firms/ companies working in the field of integrated University management systems for Turn-Key Deployment of cloud-based IUMS as per SaaS Model at Gujarat National Law University. The term of the SaaS Contract would be 5 years.

#### **DETAILS OF THE TENDER & KEY CALENDAR EVENTS**

1	Tender Notice No.	PC-04/2020
2	Tender Inviting Authority	Registrar, Gujarat National Law University
3	Name of the Project	Turn-Key Deployment of Cloud-Based IUMS (Integrated University Management System) Based on SaaS Model for Gujarat National Law University
4	Method of Selection	Quality and Cost Based Selection (QCBS)
5	Start of Issuance of Tender	Start of Issuance of Tender 05.08.2020 on <a href="https://www.nprocure.com/">https://www.nprocure.com/</a>
6	Pre-bid meeting	No pre bid meeting. Bidders have to send their queries to registrar@gnlu.ac.in
7	Last Date of Receipt of pre-bid queries on email	14.08.2020
8	Last Date for online Submission of Technical and Financial bid	25.08.2020 up to 5:00 pm on <a href="https://www.nprocure.com/">https://www.nprocure.com/</a>
9	Last Date and Time for Submission of Tender fee, EMD and Physical copy of Technical bid document	27.08.2020 up to 5:00 pm
10	Opening of technical bid at GNLU, Gandhinagar	28.08.2020 at 2:00 pm
11	Date of Comprehensive Demo by shortlisted bidders	04.09.2020 to 06.09.2020 (time will be intimated through email to shortlisted bidders)
12	Date and time for opening of financial bid	Will be intimated to eligible bidders
13	Place for submission of the bid proposal, the opening of technical & financial bid and Comprehensive Demo	Gujarat National Law University, Attalika Avenue, Knowledge Corridor, Koba – 382426, Gandhinagar, Gujarat
14	Tender fees	INR 2,500/- (Non Refundable)
15	Earnest Money Deposit	INR 1,50,000/-

Note: - Bidders should visit the university's website (<https://www.gnlu.ac.in>) for updates

## 1. INTRODUCTION

Gujarat National Law University, Gandhinagar (accredited with 'A' Grade by NAAC), is a Research based Teaching University, established under the Gujarat National Law University Act, 2003, recognized by the BCI and the UGC, provides the most diversified and unique teaching, research, training and extension programs. It enjoys membership of a national and international network of universities, namely, Association of Indian Universities (AIU), United Nations Academic Impact (UNAI), International Association of Law Schools (IALS), Asian Law Institute (ASLI) and the Shastri Indo-Canadian Institute (SICI). GNLU follows a Unique, Innovative and Relevant Model of Education, Research and Training. It has a dedicated teaching & research faculty for vibrant academic, intellectual and research culture. Some of the USPs of GNLU are:

- The largest number of options at Undergraduate level: 5 options at Under-Graduate Law degree programme: B.A.LL.B. (Hons); B.Com.LL.B. (Hons); B.Sc.LL.B. (Hons); B.B.A.LL.B. (Hons) and B.S.W.LL.B. (Hons) with a large variety of Specializations to choose for the Honours Degree Program.
- 6 specializations at LL.M. Programme with 2 more planned, subject to the approval of the requisite Councils from the Academic Year 2020-21.
- Ph.D. in Law and inter-disciplinary fields (residential and part-time)
- Faculty: 66 Motivated and dynamic teaching staff/research staff/honorary professors/visiting faculty from India and abroad.
- Student Committees dedicated for Mooting, Debating, Model United Nations, Cultural Activities, Sports, Music, Art, Dance, etc.
- In-house Mentoring and Counselling by professionals & faculty members for professional excellence and personal development of students.
- Alternative Academic Credit Programme to promote research aptitude in students in subjects of individual interests.
- Endowed Research Areas: Microsoft India (IPR); Gujarat Council on Science and Technology (IPR); Department of Industrial Policy and Promotion, Government of India (SPRIHA-IPR); Gujarat UrjaVikas Nigam Limited (Energy Law); Khaitan and Co. (Mergers & Acquisitions); Satlaj Jal Vidyut Nigam Ltd. (Environment Law); Gujarat Maritime Board (Maritime Law); Navinchandra Desai Law Foundation Chair and Gujarat International Finance Tec-City SEZ Ltd (GIFT).
- Research Centres in niche areas – Dedicated Centre for Private International Law; Public International Law; Sports and Entertainment Law; Foreign Policy & Security Studies; IPR; Banking & Financial Laws; Corporate and Competition Law; Constitutional and Administrative Law; Environment & Sustainable Development; Business and Public Policy; Law & Economics; Law & Society, Law & Technology, Air & Space Law, led by core faculty and student research teams.
- Publications: GNLU Law Review (TGLR); GNLU Journal of Law Development and Politics (GJLDP); GNLU Journal on International Trade and Competition (GJITC); Gujarat Law Journal (GLJ) as well as collective and individual publications on various contemporary topics like Sports and Legislature, by faculty and students alike.
- Research Projects: The University has been able to receive generous grants from various reputed funding agencies like Government of Gujarat, Department of Justice,

Government of India, and National Commission for Women etc. for high level Research and training activities. Extension and Training Activities: Organization of round-the-year extension and training programmes for officials, executives, students, providing first-hand experience to students in organization of high level extension and training programs.

- Public-Private Partnership: Active, enriching and dynamic partnership with public institutions and Departments in law-making, execution and dissemination such as assistance in drafting and reviewing of bills for various government departments, assisting corporate and other sectors in providing legal research and advise; organizing regular training programmes for government departments/judicial and administrative academics/Public Sector Undertakings/law firms/NGOs/Armed Forces Regulatory authorities.

With this background, Gujarat National Law University intends to venture in the field of e-governance and IUMS Implementation in its functioning. The University is looking for a web-based comprehensive and integrated automation system for its academic and administrative processes that runs on a cloud infrastructure.

The system should be equipped with modern technologies such as Cloud Computing, RFID, facial recognition, Biometric Integration, Online Payment Gateway etc. The system should provide secure, accurate and timely information to all users at all levels for better information and decision making.

The objectives of the automation are to facilitate student-related services such as admissions, fee payment, examination registrations, viewing exam results, in a more secure and error-free manner.

It would support University to monitor, record and improve on many of the NAAC accreditation parameters.

In this context, GNLU intends to select a firm by inviting tenders for turn-key deployment of cloud-based IUMS (Integrated University Management System) based on SaaS (Software as a Service) model. The Respondent firms shall be invited to submit a Technical Proposal, along with Commercial Proposal. These proposals will be the basis for hiring of a firm for implementation of IUMS.

## **2. INFORMATION TO BIDDERS**

### **2.1 IUMS Needs**

The University environment at GNLU necessitates standardized process flows, online reporting, project monitoring and status updates, project planning and execution, maintaining student life cycle, finance and accounting management, funds management etc., which GNLU would like to implement for meeting its IUMS requirements.

#### **Objectives and Benefits**

GNLU has decided to implement the best-in-breed IUMS meeting its needs. GNLU envisages the following benefits from implementing IUMS across its functions / areas.

- Common integrated system platform across different functions and processes of GNLU

- Process Unification
- Student Life cycle Management from admission module integration to Convocation (Admission, Registration, Examination, Result, Fee Receipt, Hostel, Convocation, Post Exam function, Alumni etc.
- Automation & Monitoring of procurement process
- Mapping of assets and their life cycles
- Analysis of budget and actual data
- An IUMS to provide scalability options to accommodate the expected growth plan
- Data integrity across various GNLU functions like departments, centers, administrative units, finance and accounts, etc.
- Facilitate paperless working and provide decision support mechanism
- Automate management controls and approvals to reduce cycle time
- Seamless integration of student information across the University
- Real time reporting on the performance of the individual operating departments and a streamlined Management Information System

### **Strategic Considerations**

The strategic considerations for IUMS at GNLU are

#### **Proven Solution**

While many processes of GNLU in the areas of finance, human resource, payroll, project management, academics etc. are similar to other Private/State University practices, some other processes are similar to the ones in public sector/ government sectors in India/Centrally Funded institutes. Keeping this uniqueness and maturity of the processes in mind, GNLU will use IUMS, which has been used implemented successfully in the leading universities/ colleges around the world.

#### **SaaS**

As technology is not the Core competence of GNLU and it does not intend to get itself involved in the botheration of hardware/software procurement, its maintenance, technology upgradation in the era of Fast changing IT scenario and hassles of dealing with multiple vendors, it has decided to go for a Turnkey solution on SaaS model, whereby its main focus remains with the utilization of IUMS services, not its management.

#### **Future expansion**

The IUMS will be used for automating all the functions of GNLU and is required to be scalable to meet future expansions in terms of programmes, departments, centers, student intake capacity etc.

## **2.2 Overall bid evaluation process**

The evaluation of bids shall be based on technical quality as well as financial considerations. A two-stage procedure, namely, a Technical Evaluation and a Financial Evaluation will be adopted for evaluating the bids as per the Quality cum Cost based Selection (QCBS) process as detailed in Section 2.7

## **2.3 General Terms & Conditions**

1. Each bidder shall submit only one quotation.

2. The bidder must be a single company. Sub-contracting or consortium bidding is not allowed.
3. The bidder should fulfill the following criteria:
  - (a) The bidder should be a renowned consulting/software developer company having sufficient resources and support system.
  - (b) Bidder should be registered as a Company/Firm in India under the companies Act, 1956/2013, with at least one IT Services/Infrastructure Support Centre in India.
  - (c) Only Original Developer and provider (OEM), fully owned subsidiaries and sister concerns (from same promoter) of the University Management Software can submit the bids.
  - (d) The bidder should not have been blacklisted by any Institution / Government office/ University in India. A Notarized affidavit in this regard on a non-judicial stamp paper of Rs. 50/- should be submitted.
4. Bidder should submit notarized copy of PAN or any other valid registration certificate issued by Government of India.
5. The term of Contract for SaaS-based solution would be 5 years.
6. The yearly cost must be provided for 2000 users considering the scalability. The yearly cost (including manpower) must remain the same for all 5 years, without any price escalation.
7. The yearly costs must cover:
  - the comprehensive maintenance of the installed software
  - the hardware package like Printers, RFID, Biometric device, Face Recognition device etc. required for the implementation of the IUMS.
  - the cost of manpower
  - the cost of service support for all years, even if GNLU decides not to keep the manpower 2nd year onwards
8. Bid Price
  - a. The contract shall be for the complete solution as specified in this document.
  - b. The prices should be quoted in Indian Rupees only.
  - c. The bid should clearly mention bid price, all applicable Taxes (GST) and the consolidated amount. The consolidated amount shall be considered for financial evaluation.
  - d. Corrections, if any, shall be made by crossing out, initialing, dating and rewriting.
  - e. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
9. The bidder should be a National level IT organization with experience in the field of ERP/IUMS conceptualization, design, development, deployment, customization and maintenance for at least 3 years as on 31st March, 2020. Bidder should have prior demonstrable experience of implementing similar project for automation.
10. During technical evaluation of bids, bidders may be asked to demonstrate actual live working of any of the modules. Bidders shall have to make suitable arrangements on their own for this demonstration.
11. The bidder should have at least 5 live sites in Higher Education domain and, in past 3 years, must have executed at least 2 projects in Higher Education domain having a Total Project Cost of more than Rs. 50 lakhs each.

12. Bidder should provide its client list and specify the list of successfully executed projects in last 3 years. Copies of purchase orders and Certificate from the clients indicating successful implementation of IUMS in last 3 years should be attached. Self-declaration of the work done shall not be considered.
13. Bidder should have an average annual turnover of at least 1.5 Crore in last 3 years through IUMS Implementation at Educational Institutions of Repute. Audited copies of profit & loss account and balance sheet in respect of each of last three years ending on 31st March 2020, must be attached. The documents shall be supported by IT returns.
14. Bidder will deploy at least 1 IT resource at onsite location during implementation & warranty phase.
15. The comprehensive IUMS deployment must be completed within 180 days.

#### **2.4 Bidding Instructions**

1. The Interested Bidders shall submit Technical and financial proposals for the Turn-Key Deployment of cloud-based IUMS at Gujarat National Law University. The proposals will be treated as the basis for award of the contract to the selected firm.
2. The bid document can be downloaded from GNLU's website ([www.gnlu.ac.in](http://www.gnlu.ac.in)) or <https://gnlu.nprocure.com>.
3. The Technical Bid shall have to be submitted in Hard copy along with DD for Tender Document Cost and DD for EMD along with copies of supporting documents to the office of the Registrar, Gujarat National Law University or before the last date of submission of bid by registered/speed post/in person.
4. The University expects that the interested Bidders shall provide professional, objective and impartial advice/service and, at all times, hold the University interest as paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
5. All legal matters between the university and the bidder(s) shall be under the jurisdiction of the Court at Gandhinagar.
6. Earnest Money Deposit (EMD)
  - i. The Bidder shall furnish, along with the Technical Proposal, an earnest money deposit of Rs. 1,50,000 (Rs. One lakh fifty thousand only). EMD should be paid by Demand Draft drawn in favour of "Gujarat National Law University" as per GR no. EMD/10/2020/38780/DMD dated 20<sup>th</sup> April 2020 payable at Ahmadabad.
  - ii. EMD of unsuccessful Bidder(s) will be refunded without any interest after finalization of the tender and award of contract. EMD of the successful Bidder will be released once the bidder signs the agreement and furnishes the performance guarantee.
  - iii. EMD will be forfeited on account of any or more of the following:
    - If the successful Bidder fails to sign the agreement within the stipulated time
    - If the successful Bidder fails to furnish the performance guarantee within the stipulated time
7. Clarification to Bid document/ Pre-bid query:

No pre bid meeting will be conducting. Clarifications to bid document/ Pre-bid queries, if any, may be requested by email at [registrar@gnlu.ac.in](mailto:registrar@gnlu.ac.in) latest up to 14/08/2020. Pre-bid query can be sent in the following format.



S. No.	Bid item reference No.	Nature of Query (Technical/ Financial/ General)	Query detail

8. Amendment/Cancellation of Bid document:

Gujarat National Law University reserves the right to cancel bidding process at any time without assigning any reason thereof and without any obligation to the Bidders. The University may, if required, amend the bid document by issuing corrigendum/ addendum in writing and uploading in GNLU Website at any time prior to expiry of the deadline for submission of proposals. The corrigendum/ addendum so issued shall be binding on all the Bidders. The Bidders are required to visit the website periodically for all the updates. GNLU shall not be responsible for ignorance of the information by the Bidders.

**2.5 Proposal Preparation and submission:**

- The proposals shall be submitted in English only.
- The Proposal to be submitted shall have to be signed by the authorized signatories.
- Bidders shall submit only one proposal and would stand disqualified if it takes part in more than one proposal.
- Bidders should familiarize themselves with local conditions and take into account these conditions while preparing their Proposal.
- Bidders shall bear all costs associated with the preparation and submission of their proposal including cost of site visits, if necessary.
- All bids must be submitted online on <https://gnlu.nprocure.com> website.
- The tender is a "Two Bid" document. The technical bid should be submitted online on <https://gnlu.nprocure.com> website. Also, the technical Bid should be submitted in a separate sealed envelope clearly indicating that it is a "TECHNICAL BID". The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD) and Tender fees.
- The financial bid is required to be submitted online on <https://gnlu.nprocure.com> website only. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
- The cover of a Technical bid is to be placed in a sealed envelope and marked with the bidder's name. The tender document complete in all respects, as prescribed in the tender document, should be sent through registered/speed post/in person to the Gujarat National Law University, Attalika Avenue, Knowledge Corridor, Koba, Gandhinagar-382007, Gujarat, India on or before 27.08.2020 up to 5:00 pm. No tender shall be accepted after the last date and time fixed for the purpose.
- The firm shall have to qualify the eligibility criteria on the basis of the documents to be submitted in Technical Bid for further short listing.
- The sealed envelope of the bidders containing "Technical Bid" shall be opened as per the prescribed date and time. However, the bidding firms may be invited on the day of opening the Technical Bid.

- Each envelop so prepared should clearly indicate the name and address of the firm to enable the 'Bid' to be returned unopened in case it is received "Late" or beyond due date whatsoever the reason.
- The copy of the Technical bid should be a complete document with Index, appropriate page numbered and signed with the company seal on each page and should be bound as a volume.
- The bids received after the prescribed deadline shall not be accepted.

### **Technical Proposal**

While preparing the Technical Proposal, Bidders are expected to examine the bid document carefully. Providing inaccurate and incomplete information shall lead to rejection of a proposal. The Technical Proposal shall include all the information sought in prescribed formats along with the necessary supporting documents.

### **Financial Proposal**

While preparing the financial bid, Bidders should strictly follow instructions provided for the same. Bidders must also take into account the requirements and conditions outlined in this bid document. Financial bid should provide costs, any other charges and applicable taxes in the prescribed format. The financial bid must be submitted as per the given format only. The submission of financial details in any other format other than the prescribed one will be disqualified.

### **Validity of the Proposal**

The Proposal and price offered therein shall have to be valid for 180 days from the last date for submission of the Proposal. Bids with shorter validity period would be treated as non-responsive. In case the University wishes to extend the validity period of the proposal, so shall be done through mutual consultation.

## **2.6 Opening of Bids**

Upon expiry of the deadline for submission of proposals, the Technical Proposal shall be opened as per schedule mentioned in bid document.

From the time the bids are opened to the time the contract is awarded, if any Bidder wishes to contact the University on any matter related to its Proposal, it should only be done in writing. Any effort by a firm to influence the University in the process of evaluation and/or comparison of its proposal or contract award decisions would result in rejection of the concerned Bidder's proposal.

### **Disqualification of Proposals**

The Tendering Authority, at its sole discretion, and at any time during the processing of the Proposal, may disqualify any Bidder from the Bidding process if the Bidder has:

- Made misleading or false representations.
- Not submitted the required amount of EMD (Earnest Money Deposit) and Tender fees.
- Submitted proposal document which is non-responsive or not accompanied by required documentation as specified in this bid document.
- Submitted more than one proposal.

- Failed to submit a proposal in accordance with the terms and conditions of this bid document.
- Failed to submit a proposal where the validity of rate is not in compliance.

Or due to any other reason that the University deems and sufficient to reject the proposal.

### **Code of Ethics**

The University, as well as the Bidder, shall observe the highest standard of ethics including laws against fraud and corruption in force in India namely “The Prevention of Corruption Act, 1988”, during the procurement or execution of such contracts. If the bidder(s) are found in Bid pooling, or act against law against fraud and corruption, then their firms may be black listed.

### **Confidentiality**

1. The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.
2. As used herein, the term “Confidential Information” means any written information, including without intimation, information created by or for the other party, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.
3. At all times during the performance of the Services, the Bidder shall abide by all applicable GNLU security rules, policies, standards, guidelines, and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
4. The Bidder shall not disclose to any other party and keep confidential the terms and conditions of this tender, any amendment hereof, and any Attachment or Annexure hereof.

## **2.7 Evaluation of Bids**

### **i. Preliminary Screening:**

First, the envelope containing Tender fee and Earnest Money Deposit will be opened and if both are found in the prescribed manner, then second envelope containing Technical Proposal documents shall be opened. At any stage during the evaluation, if the EMD is found invalid, the respective Bidder’s bid will be summarily rejected.

The Tendering Authority will then undertake a preliminary evaluation of the technical Proposals to check compliance with the stipulated eligibility criteria as laid out in this document. In doing so, it would examine the completeness of the Proposals and verify, if it is duly signed or not and also whether or not the Proposal is generally in order.

**ii. Technical Proposal Evaluation:**

The Bidder shall have to fulfill all the Prequalification Criteria. The submitted documents will be scrutinized along with the Technical Proposal in this phase of evaluation. Those bidders who do not fulfill the terms and conditions as specified in this tender or whose Technical Proposal is nonresponsive will not be considered. A proposal may be rejected at this stage if it does not respond to important aspects of the Terms of Reference.

**iii. Quality Cum Cost Based Selection (QCBS)**

The evaluation of bids shall be based on technical quality as well as financial consideration through a Quality cum Cost based selection process outlined below:

A two-stage procedure will be adopted for evaluating the responsive Proposals, namely, a Technical Evaluation and a Financial Evaluation. The technical evaluation (including a comprehensive Demo) will have a weightage of 70% and the financial evaluation will have a weightage of 30%.

**a. Technical Evaluation**

Each responsive proposal will be given a Technical Score (TS). The firms shall be given marks out of 10 for Competency to meet the desired technical framework, 10 towards General Stature, Experience, Successful implementations of IUMS and Customers feedback in Education Domain and 50 towards technical coverage of the scope of work and its demonstration.

Technical Proposals of the Bidders would be evaluated for the clause-by-clause compliance of the technical specifications as mentioned in the Annexure-I: Proforma for Technical Bid. The technical evaluation committee reserves the right to ask for a technical elaboration/clarification in the form of a Comprehensive Demo from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Financial Proposal. The Bidder should be ready with a Comprehensive Demo preloaded with dummy/real data of at least 2000 students, 300 staff members along with any other relevant data required for demonstrating the detailed operations of all functional modules. If required, the Bidder has to remain present to provide the required information to the Tender Committee, GNLU, Gandhinagar, on mentioned date, at no cost to GNLU.

A Committee entrusted with the responsibility of technical evaluation would mark the proposals accordingly. Along with the internal committee members, the University may invite external domain experts as evaluation committee members for the Comprehensive Demo. The Technical Committee would have the right not to declare/explain the specific details of its evaluation scheme to the bidders, however the structure of Technical evaluation shall be broadly as follows:

S. No.	Technical parameters Evaluation	Max. Score
1	Organizational competence	20

	Competency to meet the desired technical framework	10
	General Stature, Experience, Successful implementations of IUMS and Customers feedback in Education Domain	10
<b>2</b>	<b>Scope of Work</b> Evaluation based on Coverage and Framework as per the detailed functional requirements specified in Annexure VI of this document	<b>50</b>
1.	Admission Process	8
2.	Academics management	8
3.	Examination & Results, Student Affairs and Graduation and Convocation	8
4.	Establishment & Payroll	6
5.	Facilities: Integration with existing Library System, Hostel, Mess, Transport, Incubation Centre & Training and Extension	4
6.	Purchase, Inventory & Asset Management	4
7.	Finance & Accounting	6
8.	IT Services	6

GNLU reserves the right to modify the Evaluation Process at any time during the Tender Process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation, GNLU may seek for clarifications from any or all Bidders.

The Technical Score (TS) is

TS = The sum of marks awarded to the bidder by the Technical Committee as above

**b. Financial Evaluation:**

The evaluation of the Financial Proposal will be of only those bidders who have qualified in the Technical Evaluation phase.

The bidder who has quoted the lowest price will be assigned a score of 30 in the financial bid. Other bidders will be assigned a score relative to the score of bidder with the lowest quote as below:

$$FS = 30 * FI / F$$

Where: FS = The financial score of the Financial Proposal being evaluated

FI = The price of lowest-priced Financial Proposal

F = The quoted price of Financial Proposal under consideration

**c. Consolidated QCBS Evaluation**

The Combined Score (CS) of the QCBS shall be calculated as below:

$$CS = TS + FS$$

**2.8 Award of Contract**

Based on the QCBS, the Combined Score (CS) shall be used to rank the bidders. The Bidder with highest Combined Score shall be awarded the contract. In the event that two or more Bidders get the same Combined Score (CS), the Bidder with higher Technical Score (TS) shall be awarded the contract.

The work must commence within a week of the signing of the Contract. The Decision of the University in matters relating to award of contract shall be final and binding.

### 3. SCOPE OF WORK

The scope of work includes Turn-Key Deployment of Cloud-based IUMS (Integrated University Management System) for Gujarat National Law University on SaaS model. The broad framework of the IUMS must meet the following requirements of GNLU:

1. The solution should be an aggregation of Software, Cloud Services, Project management, manpower and Services, along with Hardware components for face-recognition, Biometric attendance, Contactless RFID Card: its generation, encoding and related transactions etc. The solution should be provided as a complete package of all associated requirements from a single Bidder on SaaS model.
2. The Solution should be provided for a 4-year term which can be renewed subsequently.
3. The solution should be deployed on a cloud either by a provider of the same class as Microsoft/ Amazon/ Google, or provided, managed & maintained by the Bidder with at least 99% guaranteed uptime.
4. All functional requirements should be met by single Software having one integrated database with smooth information flow amongst various functional modules.
5. The solution should provide high level of Data and Operational Security with hierarchical access control.

#### **i. Functional Integration**

The integration needs among IUMS areas are very high and the bidder needs to showcase their experience of working with similar University/ Institute of Higher Education and propose the best fit solution for GNLU keeping in mind the ease of usability, solution fitment, integration needs, etc. The system must result in faster information flow, reduce duplication of work and ensure instant information availability. It must be of proven benefit to the University in its day-to-day operations, control and management. All Finance / Inventory Management / Procurement related activities across multiple applications should be handled using the core IUMS

#### **ii. SaaS**

The Complete Solution should be provided as a Service encompassing all IUMS requirements from a single Bidder. The deployment should provide IUMS as a Single-window Service by aggregation of Software, its licensing, cloud hosting and support, third party licenses, implementation methodology, maintenance and support services, bug fixing, updates periodic upgrades and provisioning for certain hardware components for Contactless RFID Card, Biometric attendance etc.

#### **iii. Technology**

The IUMS must be Turn-key Deployment based on Cloud Architecture. The solution should be Scalable with Responsive GUIs. It should also have Data Archival, Backup and Restore feature

#### **iv. Cloud**

The solution should be deployed on a cloud, which should include Technological Services, Cloud Services, Data center hosting and Managed Backups. The cloud architecture should include separate servers for Database, Web Services and Backup and provision of additional backup at an alternative location. The cloud services should be by a provider of the same class as Microsoft/ Amazon/ Google, or provided, managed & maintained by the Bidder with at least 99% guaranteed uptime.

#### **v. Hardware**

The IUMS deployment should be comprehensive including the necessary hardware for:

- Cloud Services and Backups
- Contactless RFID Cards:
  - Equipment for live-photo capture
  - generation and encoding Hardware
- RFID Card Scanners for:
  - Campus Entry/Exit
  - Library Issue/Return
  - Hostel/Mess Verification
  - Examination attendance
- Face recognition devices for
  - Employee attendance
  - Class attendance
- Biometric Scanners for:
  - Admission Cell
  - Employee attendance

Note: Each faculty member (~70) shall be provided with an individual Face recognition device with necessary software integrated with IUMS for real time attendance. Additional 10% devices shall be provided to GNLU as buffer.

#### **vi. Security & Access Control**

The solution should have a Secure Single sign-on login for all system components. It should provide comprehensive, multi-level security features for preventing tampering of the software as well as data. It should also ensure desired level of access control by providing a central authentication scheme with multi-level authority, permissions and flexibility based on segment / departments, role and responsibility-based access. It should also have Audit Trail & Log Maintenance, Biometric Compatibility, SSL Security and Dynamic Encryption.

#### **vii. Project Management**

The solution should be provided with complete Project Management including Business Process Management, Software Configuration Management, Central Policy Configuration, Data Conversion, Data Management. It should also cover Implementation, Training & Consulting, Customization, Report Customization, Maintenance & Up gradation, New Versions Quality Check Mechanism etc.

#### **viii. Manpower & Service Support**

Manpower should be provided in the first year for Implementation, Training, Maintenance & Onsite System Support. From 2nd year onwards, GNLU shall have the option of keeping or not keeping the manpower. The service support should be provided during the entire contract period, even if GNLU decides not to retain the manpower after 1<sup>st</sup> year.

### 3.1 The Functional Scope of IUMS

The IUMS (Integrated University Management System) for Gujarat National Law University should cover the under-mentioned functionalities:

- Admission Process & Student Affairs
- Academics Management
- Examination, Results, Graduation & Convocation
- Establishment & Payroll
- Facilities: Integration with existing library system, Hostel, Mess, Transport & Incubation Centre
- Purchase, Inventory & Asset management
- Finance & Accounting
- IT Services
- Reporting System
- System Administration

Within the above-mentioned functionalities, GNLU specially requires the following

- Contactless RFID Cards for Students and Employees
- Attendance through Face Recognition
- Live Document Verification System
- Mobile App for Students, Parents and Faculty
- Online Examination Portal

#### i. Detailed Functional Scope

The IUMS deployment is envisaged across the functional areas listed below:

Sl.	Functional Area	Brief Description of Sub Modules / Sub Functions
<b>MODULE-WISE FUNCTIONALITY</b>		
1	<b>Admission Process &amp; Student Affairs</b>	<p><b>Pre- Admission Process</b></p> <p><b>Session &amp; Program Configuration</b></p> <ul style="list-style-type: none"> <li>• Program Structure</li> <li>• Seats Distribution</li> </ul> <p><b>Application</b></p> <ul style="list-style-type: none"> <li>• Online Application</li> <li>• Applicants records including personal details, qualification, category etc.</li> <li>• Application ID generation</li> <li>• Provision for Online Examination</li> <li>• CRM, with Call Centre Solution</li> <li>• Admission Helpline with inbound &amp; outbound calls provision</li> </ul> <p><b>Counseling</b></p>



		<ul style="list-style-type: none"> <li>• Merit list generation</li> <li>• Reservation policy (horizontal and vertical)</li> <li>• Seat matrix</li> <li>• Registration for Counselling</li> <li>• Registration slip generation</li> <li>• Offline/online Counseling process</li> <li>• Seat allotment</li> <li>• Course/Program allocation</li> <li>• Admission Letter Generation</li> <li>• Waiting List</li> <li>• Program change</li> <li>• Auto Admission Id Generation</li> </ul> <p><b>Admission &amp; Reporting</b></p> <ul style="list-style-type: none"> <li>• Reporting as per counselling</li> <li>• Student Records</li> <li>• Document verification</li> <li>• Fee deposit</li> <li>• Digital Document Vault</li> <li>• Roll No./ Enrolment no. Generation</li> <li>• Biometric Data Capture</li> <li>• Live-photo capture</li> <li>• Photograph Repository</li> <li>• Mobile number verification through OTP</li> <li>• Live RFID card generation and encoding</li> <li>• Group &amp; Section Allotment</li> </ul> <p><b>Student Affairs</b></p> <ul style="list-style-type: none"> <li>• Student Fee Billing and collection <ul style="list-style-type: none"> <li>- Flexible fee structure</li> <li>- Flexible fee heads</li> <li>- Security deposits</li> <li>- Fines /Penalties, refunds and waivers</li> <li>- Online Payment</li> </ul> </li> <li>• Scholarships</li> <li>• Internships</li> <li>• Extra-curricular Activities</li> <li>• SMS/email Notifications</li> </ul>
2	<b>Academics Management</b>	<p><b>Time Table Management</b></p> <ul style="list-style-type: none"> <li>• Resource allocation</li> <li>• Academic &amp; Holiday Calendar</li> <li>• Elective course allotment</li> <li>• Time table generation</li> <li>• Time table for Elective/Credit -based System</li> <li>• Class time table</li> <li>• Faculty time table and Teaching load</li> </ul> <p><b>Academic Monitoring</b></p>

		<ul style="list-style-type: none"> <li>• Syllabus</li> <li>• Course coverage &amp; Monitoring</li> <li>• Teaching/Learning Resources</li> <li>• Attendance based -on L-T-P system</li> <li>• Class Attendance using Face-recognition Technology</li> <li>• Online Assignment Management</li> <li>• Online sharing of Academic Resources (like PDF, docs, audio, video files etc.)</li> <li>• Integration with online meeting tools like zoom, WebEx, Microsoft teams, Google meet etc.</li> <li>• CBCS (Choice based Credit System)</li> <li>• OBE (Outcome based Education) in line with NAAC framework )</li> <li>• Online Feedback</li> </ul>
<b>3</b>	<b>Examination, Results, Graduation &amp; Convocation</b>	<p><b>Examination &amp; Results</b></p> <ul style="list-style-type: none"> <li>• Examination Definitions</li> <li>• Flexible Grading &amp; Evaluation System</li> <li>• Provision for Internal / External Marks</li> <li>• Attendance Exemption and Attendance Declaration</li> <li>• Examination Date-sheet Generation</li> <li>• Online Exam Registration</li> <li>• Online Back-paper Registration</li> <li>• Admit Card Generation</li> <li>• Digital Exam Attendance</li> <li>• Evaluation &amp; Marks Entry</li> <li>• Result Compilation</li> <li>• Result Declaration &amp; Web-Publishing</li> <li>• Grade sheet / Marks sheet Printing</li> <li>• Promotion to next Semester/Year</li> <li>• Post Result Analysis</li> </ul> <p><b>Provision for Online Examination</b></p> <p><b>Graduation, Convocation&amp; Alumni management</b></p> <ul style="list-style-type: none"> <li>• Placement Management</li> <li>• Final Transcript Generation &amp; Printing</li> <li>• Degree / Certificate Generation &amp; Printing</li> <li>• Live Online Degree/Transcript Verification</li> </ul>
<b>4</b>	<b>Establishment &amp; Payroll</b>	<ul style="list-style-type: none"> <li>• Departments Definition</li> <li>• Designation, Hierarchy and Authority Mapping</li> <li>• Employee Service Book <ul style="list-style-type: none"> <li>- Appointment letter</li> <li>- Unique Employee Id Generation</li> <li>- Employee Documents &amp; Records</li> </ul> </li> <li>• Payroll Package</li> </ul>

		<ul style="list-style-type: none"> <li>- Leave package</li> <li>- Earnings package</li> <li>- Staff Benefits</li> <li>• Timing &amp; Attendance Policy</li> <li>• Biometric Attendance &amp; Timekeeping</li> <li>• Online Leave Application &amp; Sanction</li> <li>• Leave Record Management</li> <li>• TDS Computation</li> <li>• Payroll &amp; Salary-Slip Generation</li> <li>• PMS (Performance Management System)</li> </ul>
5	<b>Facilities: Integration with existing library system, Hostel, Mess, Transport, Incubation Centre and Training &amp; Extension</b>	<p><b>Library Integration</b></p> <ul style="list-style-type: none"> <li>• Integration of the IUMS with the existing Library Management System, maintaining data flow between Library system &amp; related IUMS modules (GNLU will facilitate the coordination with the existing vendor for the integration)</li> </ul> <p><b>Hostel Management</b></p> <ul style="list-style-type: none"> <li>• Overall hostel administration</li> <li>• Hostel room allotment and inventory management</li> <li>• Online complain and redressal management</li> </ul> <p><b>Mess Management</b></p> <p><b>Transport with Route Management</b></p> <ul style="list-style-type: none"> <li>• Vehicle management</li> <li>• Driver/ Helper mapping &amp; management</li> </ul> <p><b>Incubation Centre</b></p> <ul style="list-style-type: none"> <li>• Application management</li> <li>• Incubatee progress management</li> </ul> <p><b>Training &amp; Extension</b></p> <ul style="list-style-type: none"> <li>• Scheduling &amp; monitoring</li> <li>• Resource allocation</li> </ul>
6	<b>Purchase, Inventory &amp; Asset Management</b>	<p><b>Purchase Management</b></p> <ul style="list-style-type: none"> <li>• Material Definition</li> <li>• Material Code Generation</li> <li>• Indent / Requisition</li> <li>• Vendor/Costumer Management</li> <li>• Quotations</li> <li>• Purchase order</li> <li>• Change Order</li> <li>• Bill Passing Process</li> </ul> <p><b>Inventory Management</b></p> <ul style="list-style-type: none"> <li>• Goods Receipt / Store Receipt Voucher</li> <li>• Issues &amp; Return</li> <li>• Gate Pass (In/Out)</li> <li>• Stock Register</li> <li>• Shelf/Cupboard Management</li> </ul>

		<ul style="list-style-type: none"> <li>• Purchase Return</li> </ul> <p><b>Asset Management &amp; Maintenance</b></p> <ul style="list-style-type: none"> <li>• Asset Types &amp; Definitions</li> <li>• Asset Movement</li> <li>• Asset Disposal</li> <li>• Maintenance Schedules</li> <li>• Maintenance Work Orders</li> <li>• Material/ Manpower/ Resource Planning</li> </ul>
7	<b>Finance &amp; Accounting</b>	<ul style="list-style-type: none"> <li>• Budgeting</li> <li>• Books of Accounts as per Financial Year</li> <li>• Integrated Books <ul style="list-style-type: none"> <li>- Employee Payroll</li> <li>- Fee Management</li> </ul> </li> <li>• Ledger Creation</li> <li>• Voucher Creation</li> <li>• Automatic Voucher Transfer <ul style="list-style-type: none"> <li>- Employee Payroll</li> <li>- Fee Management</li> <li>- Online Payments</li> </ul> </li> <li>• Bank Reconciliation Statement</li> <li>• Cash Book</li> <li>• Day Book</li> <li>• Trial Balance</li> <li>• Income &amp; Expenditure</li> <li>• Balance Sheet</li> <li>• Audits</li> </ul>
8	<b>IT Services</b>	<ul style="list-style-type: none"> <li>• Mobile App for Employee, Students and Parents <ul style="list-style-type: none"> <li>- Android</li> <li>- iOS</li> </ul> </li> <li>• Self-service Portals for Employee, Students and Parents</li> <li>• Online Examination Portal</li> <li>• Document Portal</li> <li>• E-Certificates</li> <li>• Grievances Redressal Portal</li> <li>• Payment Gateway Integration</li> <li>• SMS Server Integration with up to 2 lakh free SMSs /year )</li> <li>• Email Server Integration</li> </ul>
<b>COMMON FEATURES</b>		
	<b>Reporting System</b>	<ul style="list-style-type: none"> <li>• General reports</li> <li>• Detailed reports</li> <li>• Deviation/Exception reports</li> <li>• Custom reports</li> </ul>

		<ul style="list-style-type: none"> <li>• Auto-trigger reports</li> <li>• NAAC / NIRF reports</li> </ul>
	<b>System Administration</b>	<ul style="list-style-type: none"> <li>• User Management</li> <li>• Multi-level User Security</li> <li>• Setup for Configuration</li> <li>• Backup and Restore</li> </ul>

Anything beyond the above functional scope, requiring additional effort and cost, would be decided through a formal control mechanism, as may be mutually agreed upon by the University and the bidder.

## ii. Geographical Location

Single Location: Gujarat National Law University Campus including its subsidiary Sections/Departments/other entities within the campus.

## iii. Number of users

The tentative employee strength at GNLU is around 150 employees (including permanent, contractual staff, etc.). In addition, approximately around 150 sub-contractual staff shall also be considered. The approximate student strength at GNLU to be considered as 1200 students. However, the cost must be mentioned taking into the scalability of total users as 2000. The proposed solution should be Scalable to cater to future expansion in number of users.

## 3.2 Technical Framework

Fully Integrated University Management Software (IUMS) must be accessible from anywhere in the world. The solution will be hosted on campus. Following are the general features required in IUMS application.

- Cloud-based IUMS with prescribed cloud services
- Datacenter set-up/configuration with Backup and Disaster Recovery Plan
- Integrated Database Design
- Secure web-based access (e.g. https instead of http)
- Responsive GUIs to interface with variety of OS/ browsers/ devices like Smartphones, Tablets etc.
- Individual logins for Students and Employees for web-based information access
- Capability to concurrently handle 2000 users with Scalability provision for future expansion
- Provision to Centrally define and map policies, rules and regulations of the University as per applicable GOI / GNLU norms
- Configurability through web-interface and client interface at Admin / User level
- Digital Technology supporting Bio-metric, Net-Banking, Payment Gateways, Contactless RFID Cards, SMS/email etc.
- Provision for real-time contactless RFID Card generation
- Provision for Admission Helpline with Call Centre/CRM set-up and its integration with Admission process
- Provision for storing photos, biometric attendance data, documents of students and employees
- Provision of interactive validations of data entries

- Comprehensive data and application security features. Multi-level Security for preventing tampering of the software as well as data
- Provision for custom reports, User-defined reports, auto-trigger reports as per requirements; Provision for event-based SMS/Emails alerts/ notifications.
- Provision for decision support mechanism using Academic, administrative and financial Dashboards & Analytics
- Capability for functional improvement, custom development/ feature enhancements

### **3.3 Access and Authorizations**

A comprehensive, well defined authorization matrix based on roles and responsibilities should be built into the system considering following features:

- Secure Single sign-on login for all system components
- Support for a central authentication scheme
- Role and responsibility-based access.
- Ability to define multi-level authority, permissions and flexibility based on segment / departments
- Ability to define comprehensive set of user roles and permission lists
- Ability to define access levels to the level of menus/sub-menus screens
- Ability to manage access to authorized functions based on the roles represented in the account
- Ability to manage access to different segments of data depending on the role
- Capability to support multi-role differentiation based on a single user sign-on
- Password encryption

### **3.4 Scope of Services**

The scope of services for the bidder includes the following based on SaaS Model

- Deployment of Cloud
- Setup of Data Centre with Backup & Disaster Recovery Plan
- Installation of IUMS software and associated components
- IUMS Deployment with test data
- Deployment Testing
- Configuration
- Data Migration
- Hardware Integration & Deployment
- User Training
- Minor Customization, Go-Live and System Stabilization
- post Go-Live Operations and Maintenance Support

### **3.5 Governance Structure**

GNLU will constitute a central Project Monitoring Team with adequate representation from all the stakeholders to review the recommendations of the bidder and accord necessary approvals for the business processes to be adopted in IUMS implementation. It shall also define a framework for interactions between the bidder and the GNLU team, along with the escalation matrix and time duration of the response by the concerned personnel.

## **1. IUMS Deployment**

The bidder shall prepare a detailed IUMS deployment plan indicating all activities and time schedule of deliverables with resources required, in consultation with the GNLU team at the start of the project. The IUMS deployment plan should contain brief project description, methodology, milestones, risks and dependencies etc. and should also include a detailed program for installing and implementing the IUMS solution. The roles and responsibilities of GNLU Implementation Team and Bidder's Project Team including coordination of project implementation plan, shall also be prepared by the Bidder and approved by the GNLU Project Monitoring Team.

## **2. Deployment Testing**

The bidder shall provide details of the testing strategy and approach. The bidder shall take remedial action based on outcome of the tests.

After deployment of the IUMS using test data, the bidder shall demonstrate the readiness of the system meeting all the requirement specifications detailed in this document. The test results should be demonstrated by the bidder at GNLU location in a mutually agreed way. Deployment would be reviewed and approved by the process owner to make sure that the test results / outputs are correct, and reflect the business processes as defined.

## **3. Configuration**

On the basis of deployment Testing and a study of the GNLU's technical and functional requirements with process owners, the Bidder shall be prepare a configuration-mismatch report. The Bidder shall then undertake configuration required for specific business processes that may be needed in line with the specific process requirements.

## **4. Customization**

After the deployment testing and configuration, minor customizations shall be noted in a Minor Customization Report, which shall have to be completed before the Go-live

The customization requirements will be classified into:

### **i. Minor Customization involving Configuration and fine-tuning**

- Changes in reporting formats and structure  
These changes relating to reporting requirements in terms of formats etc. shall be done routinely as per GNLU's requirements. Such changes, as and when required shall be implemented as soon as practical.
- Minor changes not affecting Software design & architecture  
Minor changes, not affecting basic software design & architecture, shall be communicated to the Bidder, who after evaluating the requirements with the existing best practices, estimate the efforts and time required for implementing these changes. The time-frame for such changes shall be communicated to GNLU as per the technical feasibility.

Bidder shall not expect or propose any additional charges for these minor customization involving Configuration and fine-tuning.

### **ii. Major changes in Software design & architecture involving new development**

Major changes in data structure, its representation & Analytics would not be made in a running version. Such structural modifications should be proposed well in advance. After detailed discussions and deliberations between both parties, a thorough analysis in terms of Technical feasibility, required time & resources, and impact of these changes on

the existing data and processes shall be conducted by the Bidder. If technically feasible, the software platform shall be modified, tested and implemented in the next upgrade/version. The Bidder reserves the right to accept/reject any requirement for changes in software on technical ground, or on ground that such changes shall affect the consistency of the software, or if such changes represent significant deviation from best practices.

As Major Customization requires development effort and time, the Bidder, upon receiving the major customization requirements from GNLU shall submit appropriate proposal for the same specifying the mechanism and cost involved. Upon approval of GNLU, the Bidder shall carry out same in a mutually agreed time-frame.

The developments requiring additional functionality, not covered in scope of work in this document, shall not fall within the scope of customization.

## **5. Data Migration**

The bidder shall be responsible for entry of the required data into the IUMS solution. The bidder shall convey to GNLU in advance all the mandatory data fields required for functioning of the proposed solution. The data shall be provided by GNLU in any of the standard electronic formats, for example, database, spreadsheet, CSV etc. Additional data may be available in the legacy systems and may be exported to IUMS solution. The bidder shall plan for extraction of data from the spreadsheets/legacy applications, mapping of such extracted data and uploading of data into the proposed IUMS solutions including consistency checks.

The bidder shall also develop data entry programs / applications or deploy any data migration tools that may be required for the purpose of data migration in order to capture data available with / obtained from GNLU in non- electronic format. In case university wants to have manual data entry in the system, it can ask for assistance from the successful bidder in terms of manpower at additional cost as may mutually be agreed upon.

### **i. Single and Minimal Data Entry**

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

### **ii. 3rd Party or Legacy Applications - Import/Export Data**

The integration, data exchange and interfacing needs between existing GNLU applications, legacy applications, 3rd party applications and the proposed IUMS system needs to be considered by the bidder as part of their proposed approach and methodology for IUMS enablement. Phased roll-out strategy is recommended for implementation of IUMS / web-based ERP-like solution at GNLU wherein there will be no co-existence of 3rd party or legacy applications for areas where IUMS / web-based ERP-like solution will be implemented.

The bidder has to ensure system driven approach considering the following aspects.

- Data exchange (inbound / outbound interface between legacy / 3rd party application and IUMS application)



- Master data management between legacy / 3rd party application and IUMS Application
- Financial transactions in the legacy application to be integrated with IUMS Application
- Facility to export data to standard office suites and generate reports
- Extract data in various formats.
- Import and Export to the archived files.
- Produce reports on all areas of data that can be exported to standard office suites.
- Facilitate the cut-copy-paste function from the application to standard office suites.

### **iii. Accuracy & Integrity of Data**

The bidder shall generate appropriate control reports before and after migration to ensure accuracy and completeness of the data. GNLU and the bidder shall mutually conduct the acceptance testing and verify the completeness and accuracy of the data migrated from the legacy systems to the proposed solution.

The bidder shall provide all the measures to save the data from any sort of loss/corruption and in case of any such activities, shall provide the recovery and the original data without imposing any additional cost on the University.

### **iv. Data Ownership**

The ownership of the data shall lie with the University. All data would have to be handed over to University on the direction of the University.

### **v. Confidentiality Clause**

It shall be the sole responsibility of the bidder to maintain confidentiality at all levels of IUMS through proper authorization of respective users. No data should be leaked to or shared with any unauthorized source.

## **6. Training**

The bidder is required to train all staff identified as IUMS core users to enable them to effectively operate and perform the relevant services using the software. The training content will have to be relevant to the target trainees depending upon the role played by them in GNLU. Training should be in the form of hands-on training on the IUMS solution. The bidder shall identify specific functional trainers to provide classroom based hands-on training to the identified users

A training need assessment for GNLU IUMS core team members as well as for end users shall be conducted by the bidder. The proposed training schedules, duration, content of training, etc. should be continuously refined and frequently reconfirmed with the end user community as the project progresses. The bidder shall discuss and finalize the training plan to impart training to different users at GNLU as per their roles and responsibilities.

## **7. Go-Live and after-Support**

The bidder shall provide post Go-Live support, as part of the scope of the project. During the support period, the bidder shall help GNLU users to correct any errors encountered / committed while executing transactions, generating reports, handholding for quarter closures or month closures. The bidder shall update the user manuals and configuration manuals, if required.

## **8. Operations and Maintenance Support**

The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support etc.

The bidder shall provide operations and maintenance support to GNLU including back-up and restoring data services, periodic clean-up and archival. The support services shall be provided by the bidder during the entire contract period even if GNLU decides not to continue with manpower after 1st year.

## **4. GENERAL CONDITIONS OF CONTRACT**

### **INTERPRETATION**

In the event of any difference in the interpretation of any of the clauses of the service contract and/or the Tender documents, the clarification given by the Director of Gujarat National Law University, Gandhinagar shall be final and binding on the Parties.

### **TENDER FEE**

An amount of Rs. 2,500/- (Rupees Two Thousand Five Hundred Only) as tender fee (non-refundable) is to be paid. The payment shall be made by Demand Draft from any Nationalized Bank and paid in favour of "Gujarat National Law University", payable at Ahmedabad. Bids without Tender Fee will not be accepted. This should be enclosed separately in an envelope and stapled with the Bid document super-scribing Tender fee.

### **EARNEST MONEY DEPOSIT (EMD)**

An amount of Rs. 1, 50,000 (Rs. One lakh fifty thousand only) in the form of Demand Draft from a Nationalized /Scheduled Bank drawn in favour of 'Gujarat National Law University, Gandhinagar,' payable at Ahmedabad as EMD should be enclosed separately in an envelope and stapled with the Technical Bid document super scribing EMD. Any bid without EMD will be summarily rejected. No interest is payable on EMD. EMD will be refunded to the unsuccessful bidder, after 15 days from the completion of the tender process. EMD shall be valid for at least 45 days.

### **SPECIFICATIONS**

The software supplied under this contract shall conform to the Technical Specifications given in this tender under Technical Specifications.

### **VALIDITY, EXTENSION AND TERMINATION OF OFFER**

- i. The successful Bidder has to convey acceptance of work order within 07 working days of receipt of the work order.
- ii. Extension of Offer: Bidder shall make a request in writing for extension, which GNLU may or may not accept.
- iii. In case of non-acceptance by the Bidder within the given time period, the GNLU reserves the right to terminate the offer.
- iv. Sub-letting/sub-contracting is not permitted.

## **PERFORMANCE GUARANTEE**

- i. The Successful Bidder shall have to execute an agreement on Non-Judicial Stamp Paper of appropriate value and shall be required to furnish performance guarantee in the form of unconditional Bank Guarantee as per GR no. EMD/10/2020/38780/DMD dated 20th April 2020 within 45 days from the date of issue of Work Order/Award of Contract from any Nationalized Bank in favour of Gujarat National Law University, Payable at Ahmedabad. Such performance guarantee should be valid for a period of 05 years and 60 days. The performance guarantee shall be equivalent to 10% of the Contract Value (defined as the Yearly Cost of 1st year). No interest is payable on such security deposit.
- ii. Performance guarantee shall be furnished in favour of "Gujarat National Law University".
- iii. In case of failure to deposit the above amount of performance guarantee within stipulated time, the EMD deposited shall be forfeited by GNLU.
- iv. After successful installation, commissioning and satisfactory running of the project for 2 years, the performance security may be returned to the concerned bidder, upon written request.
- v. No interest will be paid by the University on the performance security.
- vi. Performance guarantee may be forfeited in full or part in the following cases:
  - If the terms and conditions of contract are breached.
  - If the Bidder fails to provide service satisfactorily.
  - If contract is being terminated due to non-performance of the Bidder.
  - Notice of a reasonable time will be given in case of forfeiture of security deposit. The decision of the University shall be final in this regard.
- vii. Failure of the successful Bidder to comply with the requirement of furnishing the requisite Performance Security in time shall constitute sufficient grounds for the annulment of the award, in which case, the University reserves the right to award the work to the next best ranked Bidder or may call for fresh bids.

## **SIGNING & TERM OF AGREEMENT**

On receipt of Bank Guarantee from the Bidder, both the parties shall sign a formal services agreement of 5 year contract term. At the end of the 5 years contract period, the university reserves the right to renew the contract based on mutually agreed terms and conditions.

## **CONFIDENTIAL INFORMATION**

The GNLU shall be the First Party and the Service Provider shall be the Second Party. The Firm/Bidder (Second Party) shall have to acknowledge and agree to maintain the confidentiality of Confidential Information provided by GNLU (the "First Party"). The Second Party shall not disclose or disseminate the First Party's Confidential Information to any person without proper permission of the First Party in writing.

In addition, the Second Party

- a) shall take all necessary steps to prevent unauthorized access to the First Party's Confidential Information.

b) shall not use the First Party's Confidential Information, or authorize other persons or entities to use the First Party's Confidential Information, for any purposes other than in connection with performing its obligations.

c) shall require all persons and entities who are provided access to the First Party's Confidential Information, to execute confidentiality or non-disclosure agreements.

## **RATES**

- i. The rates offered by the Bidder shall be inclusive of all Govt. Taxes / Levies, statutory contributions, cesses, insurance, etc. or any other taxes that may be imposed by any authority in the future, which are to be settled and born on equitable basis by the Successful Bidder without any liability on GNLU, Gandhinagar.
- ii. The stamp duty and registration charges will be borne by the Bidder.
- iii. All expenses for the execution of contract, service Agreement shall be borne by the Successful Bidder.

## **PAYMENT TERMS**

The tentative payment terms shall be as under:

### **For 1<sup>st</sup> Year**

Sl. No.	Milestone(s)	Payment released
1	Initialization of Cloud, Data-Center deployment, Installation of Software with dummy Data	25%
2	Data conversion, Data Migration, Configuration and Testing	25%
3	Installation of on-premise hardware and User Training	25%
4	Minor Customization and Go Live	25%

### **For 2nd Year Onwards**

Upon raising of Quarterly Bills by the Bidder.

NOTE: GNLU will not pay any other charges beyond the agreed Payment Terms.

## **EXECUTION OF WORK**

Installation, Implementation and maintenance of the software along with providing the related documents will be the responsibility of the Bidder.

The Successful Bidder shall ensure execution of the work as per schedule mentioned in the tender document under the time schedule to complete the contract. The university reserves the right to decide upon the number of modules to be purchased from the broad scope of work for IUMS. The successful bidder is required to depute one technically qualified person on site i.e. at GNLU campus for 1<sup>st</sup> year of the contract. The requirement of the continuation on manpower for subsequent years shall be communicated by GNLU on yearly basis.

## **CONSIGNEE AND SECURITY OF MATERIAL**

Security of all material/software in the section where the work is in progress shall be the Bidder's responsibility and he shall arrange to guard the same from theft/pilferage/vandalism. In the event of any loss, the Bidder shall be responsible for the same. The Insurance of Material and hardware is the responsibility of the bidder

## **EXTENSION OF TIME**

If the delivery of software modules are delayed due to reasons beyond the control of the Bidder, the Bidder shall without delay give notice to GNLU in writing of his claim for an extension of time. GNLU on receipt of such notice may agree to extend the contract delivery date if found reasonable but without prejudice to other terms and conditions of the contract.

## **WARRANTY**

Service provider shall warrant that the Services will be provided in a skillful and workman-like manner and in conformity with the Scope of Work described in this document. Notwithstanding the aforesaid, any Services which are provided by service provider free of charge or are otherwise not chargeable shall be provided on an 'as is' basis with the warranties as applicable. During the warranty, the Bidder shall perform all the functions as enunciated in Scope of Work at no extra cost to GNLU.

Providing all services of IUMS including the comprehensive maintenance of Cloud, hardware, software etc. during the warranty shall be the responsibility of the bidder

## **PENALTY:**

- i. The successful bidder must immediately start implementation and execution work of the IUMS within a period of one week from the date of signing of the agreement. Failure to comply with the same shall invite penalty.
- ii. If the implementation is getting delayed due to GNLU, the bidder shall notify GNLU of the problems in writing. In such a case, the bidder shall not be penalized for the delay.
- iii. Excluding force majeure events, if the project deployment period is delayed due to what both parties jointly agree to be the Bidders fault, (such as the failure to implement, improper functioning), GNLU assumes no liability. In such case the Bidder shall invite penalty fee of 1% of the Contract Value per week or partial/complete forfeiture of the performance guarantee and legal proceeding for the omission/deficiencies in service.
- iv. Excluding force majeure events, if, due to what both parties jointly hold to be GNLU's fault, a system malfunction occurs and causes a production loss, the Bidder assumes no liability.
- v. Successful Bidder will be liable for any other Taxes/Charges in addition to the manpower Charges/ license fees including the statutory contributions, which should be borne by them, if any. In no way GNLU be held responsible for the same. In the event of any such payment is to be made by GNLU, GNLU reserves the right to terminate the contract forthwith with forfeiture of the performance guarantee.

## **LIQUIDATED DAMAGES**

If the Bidder fails to deliver any or all of the services within the time period(s) specified in tender, the Director, GNLU, Gandhinagar reserves the right to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum deduction is reached, the Director, GNLU, Gandhinagar may consider termination of the contract.

## **TERMINATION OF AGREEMENT**

1. Termination on expiry of the contract: The Agreement shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Director, GNLU, Gandhinagar has exercised his option to extend the Contract in accordance with the provisions, if any, of the Contract.
2. Termination on account of insolvency: In the event the Successful Bidder at any time during the term of the Contract becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Registrar, GNLU, Gandhinagar shall, by a notice in writing have the right to terminate the Contract and all the Successful Bidder's rights and privileges hereunder, shall stand terminated forthwith.
3. Termination for breach of contract: A breach by the Successful Bidder of its obligations hereunder and such breach not being rectified by the Successful Bidder within 30 days of receipt of GNLU's notice intimating such breach, the contract will get terminated. Upon termination, the Successful Bidder shall surrender all the data and materials belonging to GNLU or its nominee.
4. Termination for delay: Successful Bidder shall be required to perform all activities/services as per the terms and conditions mentioned in the tender document. If the Successful Bidder fails to do so, the Contract may be terminated by Registrar, GNLU by giving written notice unless Registrar, GNLU has extended the period with levy of Liquidated Damages.
5. Termination after successful implementation of IUMS: Notwithstanding the terms, both the parties reserve the right to Amicably Exit the contract after giving Three (3) Month prior notice. The party terminating the contract, in addition to the Notice, shall pay a breach penalty amounting to payment of Three (3) Months to the other party.

In this event of Amicable Exit, GNLU will clear all the dues of the Bidder till the notice period ends and the Bidder will formally handover along with the relevant data of GNLU in any standard format (Text/PDF/MS-Excel).

Further, in case the Termination is initiated by GNLU, GNLU shall purchase the on-premise hardware from the Bidder as per the current value of the equipment. The equipment shall then become the property of GNLU. The bidder shall provide the original purchase bills of the equipment, based on which the current value of the equipment shall be calculated as follows:

- For termination in 1<sup>st</sup> year: 100% of the purchase value
- For termination in 2<sup>nd</sup> year: 75% of the purchase value
- For termination in 3<sup>rd</sup>: 50% of the purchase value
- For termination in 4<sup>th</sup>: 25% of the purchase value
- For termination in 5<sup>th</sup>: 10% of the purchase value

Note: The above shall not include the cost of hardware deployed outside the premises, which shall remain as Bidder's property, for which GNLU shall not take any responsibility.

6. Termination due to Non-Payment: In case of Non-Payment of the agreed amount for more than 3 months from the date of receipt of invoice by GNLU to the Bidder, the Bidder reserves all the rights to temporarily withdraw its services without any liability or obligation whatsoever.

7. Consequences of termination: Notwithstanding the termination of the Agreement, the parties shall continue to be bound by the provisions of the Agreement that reasonably require some action after such Termination.
8. In case of termination of Contract herein set forth, the Bidder shall be put on holiday i.e. neither any inquiry will be issued to the party by the Registrar, GNLU, Gandhinagar against any type of tender nor their offer will be considered by Registrar, GNLU, Gandhinagar against any ongoing tender(s) where contract between Registrar, GNLU, Gandhinagar and that particular Biddershall not been finalized for two years from the date of termination, to such a Bidder.

#### **RECOVERY OF SUM DUE**

As per the service contract entered between GNLU, Gandhinagar and the Successful Bidder, if any sum of money is recoverable from the successful Bidder, GNLU, Gandhinagar shall be entitled to recover such sum by appropriating in part or full from the performance guarantee already deposited by the Successful Bidder(s).

#### **FORCE MAJEURE**

In the event of any unforeseen circumstances directly interfering with the supply of goods/work/service arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the bidder shall, within a week from the commencement thereof, notify the same in writing to GNLU with reasonable evidence thereof. Either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other, except those which had occurred under any other clause of this contract prior to such termination.

#### **SETTLEMENT OF DISPUTES**

In case of any dispute or difference whatsoever arising between the parties out of or relating to the interpretation, application, meaning scope of operation or effect of the service contract or the validity of the breach thereof, both the parties shall make every effort to resolve the same amicably by mutual consultations. If the Parties fail to resolve within 21 days of its occurrence, then the matter shall be referred for settlement to The Director, Gujarat National Law University, Gandhinagar and the award made in pursuance thereof shall be binding on the Bidder. In case, if the Bidder is not satisfied with the decision of the Director, GNLU, any dispute whatsoever shall be subject to the jurisdiction of Gandhinagar Courts only.

### **5. PROJECT MANAGEMENT**

The project management will focus on the IUMS deployment roadmap. A detailed work plan shall be created for each milestone separately. Status reports shall be prepared on a periodic basis to facilitate the timely implementation of the project. These shall be discussed in periodic status meetings to ascertain the progress of the project team. The Time frame for Implementation is of 6 months with post go-live support till the end of

contract period.

### **Project team**

The bidder shall form a project team comprising the following key positions having minimum expected experience and competence as mentioned below.

#### **i. Project Manager**

Minimum ten years of experience, including IUMS Project Management experience of minimum two Projects and implementation experience in minimum three IUMS implementation lifecycles which includes at least one implementation experience in a University / Education University /College in India / worldwide.

#### **ii. Technical Lead**

Minimum five years of experience in the technical domain including two years of experience in IUMS technical domain including minimum two IUMS implementation lifecycle experience on different modules, implementing interfaces to legacy applications, report customization, system architecting and Database management, etc.

#### **iii. Functional Consultant**

Minimum five years of professional experience including Functional Lead experience of minimum two IUMS implementation projects, implementation experience of minimum three IUMS implementation lifecycles which includes at least one India localization experience in the relevant modules. The experience should also include minimum one IUMS project implementation in University / Education University / College in India / worldwide.

#### **iv. Industry Expert /Subject Matter Expert**

Should have knowledge about University Education and its Academics & Administrative functions. IUMS implementation experience will be preferred.

#### **v. Site-Engineer**

Minimum two years of experience in implementation of IUMS. The proposed project team members should be on the payroll of the bidder and should have been working with the bidder for more than six months.



**PROFORMA FOR TECHNICAL BID**

The Technical proposals to be submitted by the bidder shall contain the requisite information in the sequential manner with list of all supporting documents in support of their claim as prescribed below:

S. No.	Description	Details
1	Name of the Firm	
2	Contact details along with Email IDs, Phone Numbers	
3	PAN / other valid registration certificate issued by Government of India (specify)	
4	GST Registration No. (Please attach copy)	
5	Latest GST Return (Please attach copy)	
6	Whether the bidder is the Original Developer and provider (OEM) of the Integrated University Management Software (IUMS), its fully-owned subsidiary or its sister concerns (Y/N)	
7	a. Balance sheet and Profit loss account statement for last 03 years [2017-18, 2018-19 & 2019-20] attached (Y/N) b. Income Tax Returns of the assessment years 2017-18, 2018-19 and 2019-20 (Y/N)	
8	Whether the bidder has average annual turnover of at least 1.5 Crore through ERP/IUMS Implementation at Educational Institutions of Repute in last 3 years as per Bid Document? (Y/N)	
9	Experience of ERP software/IUMS conceptualization, design, development, deployment, customization & maintenance (at least 3 years as on 31 <sup>st</sup> March, 2020)	
10	Experience of similar work in University/ Institutes (order copies are attached ) (Y/N)	
11	Whether the bidder has minimum 5 live sites of ERP in Higher Education/IUMS deployment? (Y/N)	
12	Whether the bidder has at least 2 Institutions of Higher Education in last 3 years having a total project cost of more than Rs. 50 lakhs each? (Y/N)	
13	a. Module wise Technical compliance as per Annexure - VII accepted (Y/N). b. Functionalities of Modules mentioned attached (Y/N)	
14	Proposal validity of 180 days accepted (Y/N)	
15	Details of completed Deployments as per Annexure-VIII (Y/N)	
16	Number of Technically qualified employees on its rolls. Filled Performa as per Annexure-IX to be attached	
17	Whether the bidder has agreed to all terms and conditions as mentioned in the bid document? (Y/N). Undertaking shall be submitted on the company letter head by its authorized signatory along with technical bid	
18	Self-declaration that the bidder has not been blacklisted by	

	any state/central government in India.(Y/N)	
19	Satisfactory performance certificates from Two different existing clients (Y/N)	
20	Filled Integrity pact as per Annexure-VI is attached.(Y/N)	
21	Details of DD towards Tender fees a) Amount: b) D.D. No. c) Date of issue: d) Name of issuing bank	
22	Details of DD towards EMD a) Amount: b) D.D No: c) Date of issue: d) Name of issuing bank	

**Note: Please attach necessary support documents**

**PROFORMA FOR FINANCIAL BID**

<b>1. Yearly Cost based-on SaaS Model including Manpower</b>	
	<b>Yearly Cost (1<sup>st</sup> – 5<sup>th</sup> Years)</b>
Base Amount (INR)	
Applicable GST Amount (INR)	
Total Yearly Cost including Manpower(INR)	
Total Yearly Cost including Manpower (in words)	
<b>2. Yearly Cost based-on SaaS Model in case GNLU decides not to keep the Manpower</b>	
	<b>Yearly Cost (2<sup>nd</sup> Year onwards)</b>
Base Amount (INR)	
Applicable GST Amount (INR)	
Total Yearly Cost excluding manpower (INR)	
Total Yearly Cost excluding Manpower (in words)	
<b>3. Applicable GST rate (%)</b>	
<b>4. Additional per user yearly cost beyond 2000 users inclusive of GST</b>	

**NOTE:**

1. The yearly cost (including manpower) must remain the same for all 5 years, without any price escalation.
2. The yearly cost (excluding manpower) in case GNLU decides not to keep the Manpower, must remain the same for 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> year, without any price escalation.
3. The Yearly Cost based-on SaaS Model (Sr. no. 1) will be considered for financial calculation in QCBS and subsequently for final award of the contract.
4. The yearly cost must be provided for 2000 users considering the scalability.
5. The yearly costs must include
  - the comprehensive maintenance of the installed software
  - the hardware package like Printers, RFID, Bio Metric device, Face Recognition device etc. required for the implementation of the IUMS.
  - the cost of manpower
  - the cost of service support for all years, even if GNLU decides not to keep the manpower 2<sup>nd</sup> year onwards
6. GNLU will not pay any other charges beyond the agreed Payment Terms

**BIDDER'S ANNUAL TURNOVER CERTIFICATE ISSUED BY THE STATUTORY AUDITOR**

Location:

Date:

From (Name & Address of the Statutory Auditor)

To

The Registrar,  
Gujarat National Law University  
Attalika Avenue, Knowledge Corridor,  
Koba, Koba (Sub P. O.),  
Gandhinagar - 382426 (Gujarat).

Ref.:

Sir,

We hereby certify that the annual turnover of M/s..... (Name of the bidder) is not Less than Rs. 1.5 Crore (Rupees One Corer fifty lakh) during the last three financial years.

Sl. No.	Firm	2017-2018	2018-2019	2019-2020*	Average of all the three years
		Amount	Amount	Amount	
1					

\*Provisional with 10% variance permissible

**Note: Please attach necessary support documents**

Yours Sincerely,

(Signature of Authorized Signatory)

Name of the Authorized Signatory:

Seal

**LETTER OF TRANSMITTAL**

Date:

To

The Registrar,  
Gujarat National Law University,  
Knowledge Corridor,  
Koba, Gandhinagar,  
Gujarat 382426

Dear Sir,

We, the undersigned, offer to provide the Integrated University Management System in accordance with your tender \_\_\_\_\_ dated \_\_\_\_\_. We are hereby submitting our proposal, which includes a Technical Bid Sealed duly signed, stamped in a sealed envelope.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. The prices quoted by us in the Financial Proposal are valid till 180 days from the date of submission of the quotation. We confirm that this proposal will remain binding upon us and maybe accepted by you at any time before the expiry date. Prices have been arrived independently without consultation, communication, agreement of understanding (for the purpose of restricting competition) with any competitor.

We hereby agree and abide to all the terms and condition.

We agree to bear all costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that Gujarat National Law University is not bound to accept the lowest or any proposal or to give any reason for award, of for the rejection of any proposal.

Yours faithfully

Place:

(Signature / Name of Authority)

(Seal of Firm with Registration number signatory / Stamp of firm)

**CERTIFICATE**

WE CERTIFY THAT:

1. We will not leak/disclose any information of Gujarat National Law University, Gandhinagar to any other institutions/organizations, bodies.
2. The rate of taxes/duties mentioned in the tender is in accordance with the provisions of the rules in all respects and the same is payable to the Authorities.
3. The material/items offered shall be of the best quality strictly in accordance with the specifications and particulars as detailed in the tender.
4. The information furnished by us in the tender are true and correct to the best of our knowledge and belief.
5. We have read and understood the rules, regulations, terms, and conditions of tender as applicable from time to time and agree to abide by them.
6. We will meet 100% Confidentiality and Integrity of the Gujarat National Law University, Gandhinagar Database and software.

Authorized Signatory

(Seal of the Company)

**FORMAT FOR INTEGRITY PACT**

To,  
Gujarat National Law University,  
Attalika Avenue  
Knowledge Corridor,  
Koba – 382426,  
Gandhinagar, Gujarat

**Sub: “Turn-key deployment of cloud-based IUMS (Integrated University Management System) based on SaaS (Software as a Service) model for Gujarat National Law University”**

Dear Sir,

I/We acknowledge that GNLU is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by GNLU. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, GNLU shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Yours faithfully,

Date:

(Signature, name and designation  
of the Authorized signatory)

Place:

**Name and seal of Bidder**

**To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of GNLU**

**FORMAT FOR INTEGRITY PACT**

This Integrity Agreement is made at ..... on this..... day of ..... 20.....

BETWEEN

Gujarat National Law University (GNLU), Gandhinagar (Hereinafter referred as the 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....

(Name and Address of the Individual/firm/Company)

through ..... (Hereinafter referred to as the

(Details of duly authorized signatory)

**"Bidder/Contractor"** and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender (NIT No. ....) (Hereinafter referred to as "Tender/Bid") and intends to award, under laid down organizational procedure, contract for..... (Name of work) hereinafter referred to as the "Contract".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

**Article 1: Commitment of the Principal/Owner**



(1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

(c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

(2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

## **Article 2: Commitment of the Bidder(s)/Contractor(s)**

(1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the GNLU all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

(2) The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

(a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

(b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

(c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the

Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

(d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

(e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

(3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

(4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the GNLU interests.

(5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

### **Article 3: Consequences of Breach**

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

(1) If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

(2) Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or

terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.

(3) Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

#### **Article 4: Previous Transgression**

(1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.

(3) If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

#### **Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors**

(1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub-vendors.

(2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

(3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

#### **Article 6- Duration of the Pact**

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, GNLU

#### **Article 7- Other Provisions**

(1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Principal/Owner, who has floated the Tender.

(2) Changes and supplements need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.

(4) Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

**Article 8- LEGAL AND PRIOR RIGHTS**

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....

(For and on behalf of Principal/Owner)

.....

(For and on behalf of Bidder/Contractor)

WITNESSES:

1. ....

(Signature, name and address)

2.....

(Signature, name and address)

Place:

Dated:

## TECHNICAL COMPLIANCE TO THE SCOPE OF WORK

Sl.	Features	Compliance (Y/N)
<b>A. TECHNICAL FRAMEWORK</b>		
1	Cloud-based IUMS with complete cloud services provided by either Microsoft/ Amazon/ Google or vendor of same class, or provided, managed & maintained by the Bidder with at least 99% guaranteed uptime along with Datacenter with Backup and Disaster Recovery Plan	
2	Integrated Database Design & Secure (SSL) web-based access e.g https instead of http	
3	Responsive GUIs to interface with variety of OS/ browsers/ devices like Smartphones, Tablets etc.	
4	Scalability provision for future expansion in number of users	
5	Provision to Centrally define and map policies, rules and regulations of the University as per applicable GOI / GNLU norms	
6	Provision for Admission Helpline with Call Centre / CRM set-up and its integration with Admission process	
7	Individual logins for Students and Employees for web-based information access	
8	Digital Technology supporting Biometric, Internet Banking, Payment Gateways, RFID Cards, SMS/email servers etc.	
9	Provision for User defined Custom reports and searches	
10	Provision for new versions /releases	
<b>B. FUNCTIONAL SCOPE</b>		
Sl.	Module	Functionality
1	Admission Process & Student Affairs	<b>Pre- Admission Process</b>
		<b>Session &amp; Program Configuration</b>
		Program Structure
		Seats Distribution
		<b>Application</b>
		Online Application
		Applicants records including personal details, qualification, category etc.
		Application ID generation
		Provision for Online Examination
		CRM, with Call Centre Solution
		Admission Helpline with inbound & outbound calls provision
		<b>Counseling</b>
		Merit list generation
		Reservation policy (horizontal and vertical)
		Seat matrix
Registration for Counselling		
Registration slip generation		

		Offline/online Counseling process	
		Seat allotment	
		Course/Program allocation	
		Admission Letter Generation	
		Waiting List	
		Program change	
		Auto Admission Id Generation	
		<b>Admission &amp; Reporting</b>	
		Reporting as per counselling	
		Student Records	
		Document verification	
		Fee deposit	
		Digital Document Vault	
		Roll No./ Enrolment no. Generation	
		Biometric Data Capture	
		Live-photo capture	
		Photograph Repository	
		Mobile number verification through OTP	
		Live RFID card generation and encoding	
		Group & Section Allotment	
		<b>Student Affairs</b>	
		Student Fee Billing and collection	
		Flexible fee structure	
		Flexible fee heads	
		Security deposits	
		Fines /Penalties, refunds and waivers	
		Online Payment	
		Scholarships	
		Internships	
		Extra-curricular Activities	
		SMS/email Notifications	
<b>2</b>	<b>Academics Management</b>	<b>Time Table Management</b>	
		Resource allocation	
		Academic & Holiday Calendar	
		Elective course allotment	
		Time table generation	
		Time table for Elective/Credit -based System	
		Class time table	
		Faculty time table and Teaching load	
		<b>Academic Monitoring</b>	
		Syllabus	
		Course coverage & Monitoring	
		Teaching/Learning Resources	
		Attendance based -on L-T-P system	
		Class Attendance using Face-recognition Technology	
		Online Assignment Management	

		Online sharing of Academic Resources (like PDF, docs, audio, video files etc.)	
		Integration with online meeting tools like zoom, WebEx, Microsoft teams, Google meet etc.	
		CBCS (Choice based Credit System)	
		OBE (Outcome based Education) in line with NAAC framework )	
		Online Feedback	
<b>3</b>	<b>Examination, Results, Graduation &amp; Convocation</b>	<b>Examination &amp; Results</b>	
		Examination Definitions	
		Flexible Grading & Evaluation System	
		Provision for Internal / External Marks	
		Attendance Exemption and Attendance Declaration	
		Examination Date-sheet Generation	
		Online Exam Registration	
		Online Back-paper Registration	
		Admit Card Generation	
		Digital Exam Attendance	
		Evaluation & Marks Entry	
		Result Compilation	
		Result Declaration & Web-Publishing	
		Grade sheet / Marks sheet Printing	
		Promotion to next Semester/Year	
		Post Result Analysis	
		<b>Provision for Online Examination</b>	
		<b>Graduation, Convocation &amp; Alumni management</b>	
		Placement Management	
		Final Transcript Generation & Printing	
Degree / Certificate Generation & Printing			
Live Online Degree/Transcript Verification			
<b>4</b>	<b>Establishment &amp; Payroll</b>	Departments Definition	
		Designation, Hierarchy and Authority Mapping	
		Employee Service Book	
		- Appointment letter	
		- Unique Employee Id Generation	
		- Employee Documents & Records	
		Payroll Package	
		- Leave package	
		- Earnings package	
		- Staff Benefits	
		Timing & Attendance Policy	
		Biometric Attendance & Timekeeping	
		Online Leave Application & Sanction	
		Leave Record Management	
		TDS Computation	
Payroll & Salary-Slip Generation			

		PMS (Performance Management System)	
5	<b>Facilities: Integration with existing library system, Hostel, Mess, Transport, Incubation Centre and Training &amp; Extension</b>	<b>Library Integration</b> Integration of the IUMS with the existing Library Management System maintaining data flow between Library system & related IUMS modules (GNLU will facilitate the coordination with the existing vendor for the integration)	
		<b>Hostel Management</b>	
		Overall hostel administration	
		Hostel room allotment and inventory management	
		Online complain and redressal management	
		<b>Mess Management</b>	
		<b>Transport with Route Management</b>	
		Vehicle management	
		Driver/ Helper mapping & management	
		<b>Incubation Centre</b>	
		Application management	
		Incubatee progress management	
		<b>Training &amp; Extension</b>	
		Scheduling & monitoring	
Resource allocation			
6	<b>Purchase, Inventory &amp; Asset Management</b>	<b>Purchase Management</b>	
		Material Definition	
		Material Code Generation	
		Indent / Requisition	
		Vendor/Costumer Management	
		Quotations	
		Purchase order	
		Change Order	
		Bill Passing Process	
		<b>Inventory Management</b>	
		Goods Receipt / Store Receipt Voucher	
		Issues & Return	
		Gate Pass (In/Out)	
		Stock Register	
		Shelf/Cupboard Management	
		Purchase Return	
		<b>Asset Management &amp; Maintenance</b>	
		Asset Types & Definitions	
		Asset Movement	
		Asset Disposal	
Maintenance Schedules			
Maintenance Work Orders			
Material/ Manpower/ Resource Planning			
7	<b>Finance &amp; Accounting</b>	Budgeting	



		Books of Accounts as per Financial Year	
		Integrated Books	
		- Employee Payroll	
		- Fee Management	
		Ledger Creation	
		Voucher Creation	
		Automatic Voucher Transfer	
		- Employee Payroll	
		- Fee Management	
		- Online Payments	
		Bank Reconciliation Statement	
		Cash Book	
		Day Book	
		Trial Balance	
		Income & Expenditure	
		Balance Sheet	
		Audits	
<b>8</b>	<b>IT Services</b>	Mobile App for Employee, Students and Parents	
		- Android	
		- iOS	
		Self-service Portals for Employee, Students and Parents	
		Online Examination Portal	
		Document Portal	
		E-Certificates	
		Grievances Redressal Portal	
		Payment Gateway Integration	
		SMS Server Integration with up to 2 lakh free SMSs /year	
		Email Server Integration	
<b>COMMON FEATURES</b>			
	<b>Reporting System</b>	General reports	
		Detailed reports	
		Deviation/Exception reports	
		Custom reports	
		Auto-trigger reports	
		NAAC / NIRF reports	
	<b>System Administration</b>	User Management	
		Multi-level User Security	
		Setup for Configuration	
		Backup and Restore	



**DETAILS OF COMPLETED DEPLOYMENTS**

(Provide Details of up to Top 10 Deployments in Education Domain)

**Total Number of Customers =**

**Product Life** (Total number of Years the Product has been in Market) =

<b>S. No.</b>	<b>Name &amp; address of the Institution</b>	<b>Status</b> (Govt Univ. / Pvt. Univ. / Affiliated Institution)	<b>Size</b> (No. of Users)	<b>In use for</b> (Years)	<b>Value of work</b> (INR)	<b>Detail of contact person, designation, department, Phone No. &amp; Email IDs</b>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

**Note: Please attach necessary support documents**

*Signature and Seal of the company*

**PROFILES OF 10 KEY PERSONNEL ENGAGED IN IUMS FOR THE BIDDER**

S. No.	Name	Designation	Specialization	Project handled		Experience in years		Working with the Bidder Since
				Total	In Education	Total	In Education	
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								