



RABINDRA BHARATI UNIVERSITY

56A, B.T. Road, Kolkata – 700050.

Ref. No.: IS/RBU/147/01/2017

Date: 09/01/2017

Notice Inviting Tender

Sealed quotations are invited from reputed, bonafide, and financially sound agencies having capacities to execute the following work.

S. No.	Name of Work	Period of Completion	Concerned Departments
1.	Design, development, installation, configuration and commissioning of Software for Finance Department	45 DAYS	Finance Department

Date and Time Schedule:

S. No.	Particulars	Date & Time
1	Date of publishing N.I.T. & other Documents	10/01/2017 from 11 AM
2	Documents download start date (Online)	10/01/2017 from 11 AM
3	Documents download end date (Online)	23/01/2017 till 2 PM
4	Bid submission start date	10/01/2017 from 11 AM
5	Bid Submission closing date	23/01/2017 upto 2 PM
6	Documents submission end date	23/01/2017 upto 2 PM

Finance Officer



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I. Invitation of Tender and Terms & Conditions:

1. Intending bidder may download the tender document from the University website <http://www.rbu.ac.in> directly. Tender Documents may be downloaded from University website & submission of Bids is to follow the stipulated date & Time Schedule mentioned in this NIT. The documents submitted by the Bidders should be properly indexed & notarized with seal. Original certificate / order copies / other document as required shall have to be produced on demand during evaluation.
2. **Location of Works:** Rabindra Bharati University, Kolkata
3. **Time of completion:** Time of completion of the work is **45 DAYS**.
4. **Cost of Tender:** A sum of fixed amount of **Rs. 100/-** as Cost of Tender by Bank Draft / Pay order in favour of RABINDRA BHARATI UNIVERSITY and payable at Kolkata, must be submitted along with the Technical Bid. Cost of Tender will not be refunded under any circumstances or if the tender is cancelled or re-tendered. Tenders received without or with inadequate Cost of Tender shall be rejected. However, registered Small Scale Industries (SSI) shall not be charged any cost of tender subject to production of the documentary evidence from appropriate Government Authority.
5. **Earnest Money Deposit (EMD):** Bidders shall furnish, Earnest Money Deposit (EMD) **Rs.5000/-** as Bid Security in the form of Bank Demand Draft / Pay order, from a scheduled nationalized bank, drawn in favour of RABINDRA BHARATI UNIVERSITY and payable at Kolkata. The Earnest money will be refunded to unsuccessful bidders after the Tenders are finalized and in the event of any firm backing out from their offer, the Earnest money is liable to be forfeited and will not be refunded. No interest shall be claimed on EMD. Tenders received without or with inadequate EMD shall be rejected. Original bank draft for EMD should be submitted to the university along with the ink-signed copies of the Technical Bid documents. The bank draft for EMD should be submitted in a separate envelope superscribing "Earnest Money Deposit". The Earnest money of the selected bidder will be adjusted with the Security Deposit.
6. **Forfeiture of EMD:** The EMD will be forfeited if the bidder
 - a. Withdraws the bid during the period of bid validity.
 - b. Does not accept the correction of errors.
 - c. If the successful Bidder fails to sign the Contract within the time stipulated by Rabindra Bharati University.
 - d. Adopts unfair practices to influence the outcome of the bid process.
 - e. Any other condition regarding forfeiture of EMD mentioned in this Tender Notice
7. **Bid preparation and submission costs:** The bidder shall bear all costs associated with the preparation and submission of the bid and Rabindra Bharati University will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
8. **Language of Proposals:** The bids and all correspondence and documents shall be written in English.
9. **Amendment of Bidding Documents:** At any time before the deadline for submission of bids, Rabindra Bharati University, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the bidding document by amendment. All prospective Bidders shall be notified of the amendment through the University website (www.rbu.ac.in) and all such amendments shall be binding on them. If required, in order to allow Bidders reasonable time in which to take the amendment into account in preparing their bids, Rabindra Bharati University reserves the rights to extend the deadline for the submission of bids and the same shall be notified on the University website.
10. **Disqualification:** Rabindra Bharati University reserves the right to reject bids in the following cases:



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- a. The Bids which are received after due date and time.
 - b. Bids not accompanied by all requisite documents along with the Tender Fees and Earnest Money Deposit (EMD), if any, by Demand Draft / Pay Order.
 - c. If the Bid Documents are not signed by the authorized signatory of the bidder on each page and submitted.
 - d. If the Bidder does not submit technical details, architecture, components/modules etc. of the items.
 - e. Information submitted by the Bidder is found to be misrepresented, incorrect or false.
 - f. Bids not substantially responsive and not submitted in accordance with the required formats.
 - g. If the bidder increases the quoted prices during the validity of the bid or its extended period, if any.
 - h. If the bidder submits the bid specifying its own terms and conditions.
 - i. If any column/space meant for being filled up is left blank by the bidder.
 - j. Bidder fails to deposit the Security Deposit (SD) or fails to enter into a contract within the stipulated period from the date of notice of award of contract or within such extended period, as may be specified by Rabindra Bharati University.
 - k. Bidders may specifically note that while evaluating the bids, if it comes to Rabindra Bharati University's knowledge, expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bids, then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two or more years from participation in any of the tenders invited by Rabindra Bharati University.
11. **Eligibility for participating in the Tender:** Permission of participating in the tender will be given only to those fulfilling the following eligibility criteria:
- i. Only reputed companies dealing in the business of software development will be allowed to participate in the tender process. Relevant documents (like Trade license, etc.) in support of the same must be furnished. No Intermediate General Supplier will be allowed.
 - ii. Bidder has to comply fully with the Technical Specification as provided in the Tender Document. Conditional bid will be summarily rejected.
 - iii. The **organizations which are blacklisted** by any reputed organization, PSU, University or Government organization or any OEM of the products proposed in this tender are strictly forbidden from participating in this tender process. Bids submitted by any such blacklisted organisation, if found at any point of time in this tender process, will be summarily rejected. If any such blacklisted organisation is found after award of purchase order, then the purchase order will be cancelled and the earnest money deposit and/or security deposit and/or the bank guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY. **An ink-signed declaration letter regarding this in the bidder's letter head should be submitted with the Bid.**
 - iv. Bidder should be in business of design, development, installation, configuration and commissioning of web-based software in India for last **FIVE YEARS**.
 - v. Bidders should have its service support office in Kolkata for at least last **FIVE YEARS**.
 - vi. The bidder should have at least **FIVE YEARS** experience in design, development, installation, configuration and commissioning of web-based software in renowned Indian organizations preferably universities and government organizations. Supporting documents in claim of experience be enclosed.



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- vii. Bidders should submit the Client List and Letters of Satisfactory Performance from existing and previous clients from Central/State Government Universities, Central Government Institutes (like IIT, IIM, ISI, etc.) or Government Organizations in India or renowned Indian organizations.
 - viii. The bidder should have designed, developed and maintained **at least one bilingual/multilingual web-based software** in last 5 years in an Indian university or government organization or any renowned Indian organization.
 - ix. The bidder bidding for only some part (items) of the BOQ will be rejected.
 - x. The Data sheets / Cross reference documents and technical documents of proposed products must be submitted.
 - xi. The bidder should have credential in the field of design, development, installation, configuration and commissioning of web-based software fulfilling the following criteria.
 - a) Intending bidders should produce credentials of 2(two) similar nature of completed work in any university, PSU, Central or State Government (India) Organization or renowned Indian organizations, each of the minimum value of **Rs.1,00,000/-** during last **3 (three) years** prior to the date of issue of the tender notice;
 - xii. Completion/satisfactory certificate and purchase order from bidder's clients produced as credential should clearly indicate the description of works, value of contract, executed work value, date of award, actual date of completion etc. and name, address, telephone no. of the client.
 - xiii. The Bidder should have Annual Turnover not less than **30 Lakhs** during each of the last 3 (three) years (i.e., 2013-2014, 2014-2015 and 2015-2016).
 - xiv. No Joint Venture shall be allowed.
 - xv. The bidder should be a registered company / firm.
 - xvi. The Bidder should have a valid Trade License, Professional Tax Challan, PAN Card, W.B. VAT Registration Certificate, Service Tax & TIN documents.
 - xvii. Moreover, the tender inviting authority reserves the right to relax the eligibility criteria of the applicant if it is deemed to be necessary for fair & competitive tender without assigning any reason whatsoever.
12. The intending bidder fulfilling the above requirement should bid for the work included in the Bid notice with all related documents. The tender inviting authority reserves the rights to accept or reject their offered bid as deemed necessary to finalize the tenders satisfactorily without assigning any reason whatsoever.
 13. Selection of eligible bidder will be made strictly on the basis of scrutiny and evaluation of the particular as to be furnished at the time of bidding. Decision of the tender inviting authority in this regard shall be final & binding.
 14. Bidders have to comply fully with the material, item, software and service specifications mentioned in the Tender Document and failing to this will lead to the rejection of the Bid. No deviations in any specifications shall be entertained.
 - 15. It is mandatory to quote for all the items mentioned in the BOQ.**
 16. Quantities mentioned in the BOM/BOQ will be considered for comparison of offers submitted by the bidders, however, the quantities may vary or items may be excluded in the Purchase Order(s).
 17. Prices should be **quoted in Indian Rupee** inclusive of all taxes, packing, freight charges, delivery & installation at the university campuses.
 18. It is not necessary that the bidder quoting the lowest bid will be awarded the purchase order. The decision of the university will be final in this regard.



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19. Corrections in the Bid:

- a. Corrections, if any, in the bid documents submitted by the bidder should be attested properly by the authorized signatory failing which the bid is liable to be rejected.
- b. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted rate will be entertained after the bids are opened. All corrections, if any, should be signed by the authorized signatory before submission, failing which the financial bids may not be considered.

20. Installation & Commissioning: Installation and commissioning of the entire project is to be executed by the bidder within the stipulated time, as mentioned in the Terms and Conditions under direct supervision of Rabindra Bharati University representative.

21. Guarantee/Warranty: Period of validity of performance guarantee.

The bidder shall warrant that all software and services etc. developed, supplied and rendered by the bidder shall conform to the University's requirements and specifications. Bidder will give Guarantee/Warranty of minimum **1 YEAR** from the date of completion and handover of the project. Bidder will provide free support, fix bugs, troubleshooting and do all the necessary additions / modifications in configuration required by the university during the Guarantee/Warranty period without any extra cost to the university.

22. End-of-Life: The equipments, software and technologies proposed and supplied by the bidder should not have End-of-Life within next five years from the date of completion of the project.

23. Security Deposit: 10% of the Purchase Order value after adjustment of EMD, if any, shall be kept as Security Deposit and shall be released on submission of bills in triplicate after the end of Guarantee/Warranty period, subject to satisfactory performance during the Guarantee/Warranty period. Security Deposit shall be released after deduction of any penalty, L.D., taxes and any other deductible amounts as per prevailing government and/or university rules.

24. Liquidated Damage (L.D.): "Liquidated Damage" means losses or damages sustained by the University for default on the part of the bidder either because of delayed supply or execution of works/services within the stipulated date or otherwise. L.D. at the rate of 0.5% of the P.O. value for each week of delay and part thereof subject to maximum of 2% of the total value of the purchase order shall be deducted from the bidder's payments due on the university. At any point of time, if L.D. exceeds 2% of the total value of the purchase order, the purchase order shall be cancelled and accordingly dealt with legally including blacklisting of the bidder. In such cases, the Earnest Money Deposit and/or Security Deposit and/or the Bank Guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY. L.D. once deducted, will not be refunded to the bidder again.

25. Payment:

- a. No advance payments shall be made.
- b. **Design, Development & Commissioning of Software:** Payment shall be made on submission of four copies of bills along with completion certificate from respective departments, after delivery, successful installation and testing of the entire project deliverables. Payment shall be made after deduction of any penalty, L.D., taxes and any other deductible amounts as per prevailing government and/or university rules.
- c. **Annual Maintenance Contract of Software:** Payment shall be made on Quarterly basis on submission of bills in triplicate along with Satisfactory Service Reports from respective departments, after completion of each quarter. Payment shall be made after deduction of any penalty, L.D., taxes and any other deductible amounts as per prevailing government and/or university rules.

26. Delivery & Installation: Delivery, installation and testing should be completed within **45 DAYS** failing which L.D. clause will be imposed and a delay of more than **60 Days** will automatically imply



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cancellation of the purchase order awarded to the successful bidder. Delivery and installation should be done in consultation with the **Office of Finance Department, Rabindra Bharati University**.

27. **Suspension:** The Competent Authority may by a written notice of suspension to the Bidder, suspend all payments to the Bidder if the Bidder fails to perform any of its obligations (including the carrying out of the tasks) provided that such notice of suspension:
 - a. Shall specify the nature of the failure and
 - b. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder
28. **Interpretations:** Whenever any issue relating to the interpretation of the tender document or of the bids submitted arises, the decision of competent authority of the university shall be final and binding.
29. **Assignment & Subcontracting:**
 - a. This TENDER is non-transferable. Assignment and subletting is not permitted. Information regarding associates and principals is to be disclosed in the bid itself.
 - b. The bidder shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity or person without written consent of the Competent Authority of the university.
 - c. For the purpose of the liabilities under this tender, the Bidder will be considered as a solely liable to all the components of the tender and scope of the work.
30. **Validity of Bid:** The bids shall remain valid for **180 days** after the date of bid opening prescribed by Rabindra Bharati University. The bids of the **successful bidder** shall remain valid for **12 months** from the date of Purchase Order awarded to the successful bidder. On completion of the validity period, unless the bidder withdraws its proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws its proposal. Rabindra Bharati University holds the rights to reject a bid valid for a period shorter than those mentioned above as nonresponsive.
31. The University Authority reserves the right to ask for clarifications and the decision of the University Authority shall be final and binding.
32. The University reserves all rights to reject any or all offer without assigning any reason whatsoever.
33. The University reserves all rights to cancel this tender at any point of time without assigning any reason whatsoever.
34. All bids should be addressed to **The Finance Officer, Rabindra Bharati University** and should be submitted at the Office of Information Scientist within the stipulated date and time. No bid shall be accepted through telegraphic / fax / email or any other means.
35. **Signing of Tender:** Individual signing the tender or other documents connected with contract must specify whether he/she signs as:-
 - a. A "sole proprietor" of the concern or constituted attorney of such sole proprietor.
 - b. A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
 - c. Director or principal officer duly authorized by the Board or Directors of the Company, if it is a Company.

N.B.

- i. In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly



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- sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.
- ii. In the case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any parties the tender and all other related documents must be signed by all partners of the firm.
 - iii. A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bid such other person and if, on enquiry it appears that the persons so signing had no authority to do so, Rabindra Bharati University, Kolkata may, without prejudice cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
 - iv. The bidder should sign and affix his/his firm's stamp on each page of the tender and all its Annexures as the token of having read and understood the documents.
36. **Acknowledgement of Understanding of Terms:** Bidders are advised to study the tender notice and its Annexures carefully. By submitting a bid, each bidder shall be deemed to have acknowledged that it has carefully read all sections of this Tender Notice, including all forms and has fully informed itself as to all existing conditions and limitations. Bidders are also advised to visit the university site and understand the volume and nature of work before submitting the bid.
37. **Negotiations and Contract Finalization:** Rabindra Bharati University reserves the right to negotiate with the bidder whose proposal has been ranked first on the basis of Joint Evaluation of Technical and Commercial Bids. Rabindra Bharati University reserves the right to award the contract to the bidder selected for negotiations.
38. **Award of Contract:** The successful Bidder will be awarded the purchase order. Within **3 days** from the date of the purchase order the bidder will have to submit an **unconditional acceptance letter** and complete the job within the stipulated time.
39. **Termination for Insolvency:** Rabindra Bharati University may at any time terminate the contract by giving written notice of four weeks to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to Rabindra Bharati University.
40. **Termination for default:** Default is said to have occurred:
- a. If the bidder fails to complete the assigned job in accordance with the Tender Notice within the time period(s) specified in the contract or any extension thereof granted by Rabindra Bharati University.
 - b. If the bidder fails to perform any other obligation(s) under the contract / work order / purchase order.
 - c. If the bidder fails to comply with instructions of Rabindra Bharati University with respect to improving the quality of assigned job.
41. **Jurisdiction:** The court at Kolkata only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of this contract.



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II. Scope of Work:

Pre Bid Activities:

The prospective bidders are advised to go through the details provided in Section VII and the Scope of Work under AMC provided in Section VIII of this tender in order to have an idea about the magnitude and diversity of information that will have to be collected and modules developed. The data from existing Payroll and Leave Management software will be migrated to the new software that will be hosted on a server provided by the University (on-premise) on an appropriate Linux/Windows platform. The bidders need to suggest hardware/software requirements on the server for the project. Server configuration and software installation will be within the scope of work of this project. The vendor is also advised to propose the functionalities that he would be able to provide in the new software, apart from those which are specifically mentioned in this tender.

Requirement Study:

The bidder will be expected to do a requirement study for the software, which when agreed upon by the University, will form part of the Agreement to be signed with RBU. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, the University will also be open on the design & development suggestions from the successful Bidder

Information Collection:

The bidder will have to depute persons for collection of information and data from the different departments and sections of the University initially. The information and data provided by the university shall be as verbal, hardcopy or softcopy, as per the availability with the departments or sections. The bidder should not demand or provide any clause/condition asking for information and data to be provided in softcopy only. Once the project is commissioned, the departments/sections of the university will have the authorization to update the data of the respective departments/sections. However, update of the data will also be the responsibility of the bidder as and when directed by the appropriate authority of the university.

Compatibility:

The web-based software design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for at least three platforms: Desktop, Notebook and Tablet/Mobile form factors will be required. The software must be designed on responsive website technology.

Functionalities Required:

- Facility to update content by multiple users from anywhere through browser based administrative module.



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- **Separation of Design and Content:** The content will be stored in the database and designed to be controlled by the use of cascading style-sheet (CSS). Separate CSS for use with Internet Browsers, Mobile Browsers and Printers.
- The software shall be able to include plug-ins or modules that can be easily installed to extend the functionality of the software.
- **Licensing and Upgrades:** All software must be installed with full perpetual license and should not require any license renewal after its acquisition and installation. The cost of the software should not be based on the number of users utilizing the application. The Software should be enterprise level software allowing any number of users to use it without extra costs. Any update if need be must be done using the Internet and must be free of charge. The software should prove to have a full software development life cycle and have regular upgrades and a strong technical support.
- The software should provide a complete set of **APIs** with comprehensive documentation to incorporate data exchange with third-party applications and to extend the site's functionality.
- The system should support user Groups, allowing the administrator to control how registered users interact with the software. A module or a partial module of the software can be restricted to one or more groups.
- **Audit Trail (Log):** There should be detailed records of the sequence of activities (audit trail) undertaken by the users of the software at every point of time. The audit trail (log) should record the sequence of activities along with username, timestamp, user's IP and the affected records. There should be an interface for the Administrator to have different search options to generate reports from the Audit Trail.
- The software should allow administrator to set up rules for **Workflow Management**, guiding users of the software through a series of steps required for each of their tasks.
- Admin section must be protected by multi-level username and password (with SMS/Email OTP) and using salted MD5 encryption. At database level password should be stored in encrypted format. After a few number of consecutive wrong attempts the password should be sent to administrator through email.
- The software shall facilitate online payments/payment gateways (through Direct Debit or Debit and Credit Cards of multiple Banks) through the Portal. Provide interface and access to the external payment gateway for enabling the online payment services. Payment Gateway services should provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place through RBU. In case of unsuccessful transactions the Payment gateway should be able to refund the amount to the calling account.
- The Bidder will provide an operational guarantee on the software designed and also provide **support for at least 6 years** (1 year support and 5 years AMC) after the successful installation and hand-over of the software so that modification can be made by bidder, if University finds that software is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Bidder and within the scope of work. No extra payment shall be made by the University for such Jobs.
- Facility to publish and manage Notifications through an administrative control panel.
- **Email and SMS Features:** The system should have provision to send emails and SMS automatically or manually as per user settings. Provision for creating Groups, Aliases, Lists etc. for sending alerts and notices to users. The Groups, Aliases, Lists etc. will have both Emails and Mobile Numbers of the users. The software should have provision so that the departments may send notifications (Canned or Custom) to the users as and when required in the form of Email or SMS or both. It



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should have facility to manage notifications write-up/contents by multiple users from anywhere through browser based administrative module using a **WYSIWYG editor**.

- **MS Office Compatibility:** The WYSIWYG editor should be completely compatible with MS Office contents. The user should be able to copy the content composed in MS Word or other MS Office product and paste it into the WYSIWYG editor without breaking any format.
- **Schedulers:** The software should provide schedulers to automate regular scheduled tasks without user intervention. An email alert must be sent to the department before and after executing the scheduled task or if any error is encountered.
- **User Management:** Ability to create/modify/disable/activate/delete users, centres, Faculty/Department and define permissions for approval within a section.
- **Multi-lingual content:** The software should display content in multiple languages. It is expected that the basic interface and report languages will be in English and Bengali. Ability to add more languages in future.
- **Errors:** The software should trap all the errors (known and unknown). All error messages must be trapped and handled elegantly with custom Error Messages and returning the user back to the software without abruptly exiting the software.
- **Security:** The web-based software should allow Secured Socket Layer. The web-based software shall be security audited according to OWASP (Open Web application Security Project) application security verification standard.
- **Maintenance of the Web-based Software and Debugging:** Bidder has to maintain the web-based software, at no extra cost, for a period of one year from the date of Commissioning of the software. The scope of work during this one year Maintenance period shall be same as mentioned in Section "Scope of Work under Annual Maintenance Contract for Software". This maintenance will be considered part of the implementation process. On successful completion of the one year period, the bidder may be awarded the Annual Maintenance Contract for the web-based software on payment basis, for which, the bidder must quote the rates separately in the Bid.
- **Annual Maintenance Contract (AMC) for Web-based Software:** Annual Maintenance Contract for the web-based software on payment basis may be awarded to the bidder on successful completion of the one year period from the date of Commissioning of the software. The Agreement for Annual Maintenance will be made for Five years. The contract will be awarded initially for a period of one year. However, the same shall be extended on a year-to-year basis for the maximum additional period of four years at the same price, terms and conditions, provided the university finds the services of the bidder satisfactory. Please refer to Section "Scope of Work under Annual Maintenance Contract for Software" for details.
- **Scalability:** The web-based software should be capable of incorporating the data generated from other software applications through scaling / expansion.
- The web-based software interface should be PWD (Persons with Disabilities) friendly:
 - The web-based software interface should be designed for providing access to Persons with Disabilities (PWD).
 - The contents of the web-based interface should strictly adhere to **level A** of the Web Content Accessibility Guidelines (**WCAG**) **2.0** laid down by the World Wide Web Consortium (W3C).
- **Mandatory Interface Design and Content Guidelines:**
 - Web-based software should conform to the essential pre-requisites of UUU trilogy i.e. Usable, User-Centric and Universally Accessible



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- Web-based interface should conform to the ISO 23026 Guidelines, W3C's Web Content Accessibility Guidelines, Disability Act of India and Information Technology Act of India.
- Web-based interface must have the University Name and Logo on each screen
- The following line must be mentioned at the bottom of all the pages: '<Department/Section Name>, Rabindra Bharati University, Kolkata'
- The Title of all the pages must be 'Rabindra Bharati University, Kolkata, India'
- All the pages should have the footer: '@2016 All Rights Reserved Rabindra Bharati University, [RBU], Kolkata-700050, W.B., India.'
- For all external links (not under the University's domains), a pop-up alert should be displayed as 'This link shall take you to a page outside the software. For any query regarding the content of the linked page, please contact the webmaster of the concerned website.' External links should be displayed in a different colour.
- The software should store and display all dates and times in IST on website, applications and log maintenance. Similarly, all dates should be in dd/mm/yyyy format.
- **Online Help:** The software should have online help with step-by-step usage for each module. The online help should have index and search options on help topics.
- **Training:** Extensive and multiple trainings should be undertaken for users at RBU to handle software modules related to their Faculty/Department/Section, etc. Additionally a separate training should be done for the software administrators.
- **Hand holding:** Hand holding training period shall be for **1 year** after the successful installation and hand-over of the software.
- **Vendor Independent:** The complete system must be designed and implemented such that there will be no vendor dependency for maintenance, extension or enhancement of the site in future.
- **Certifications:** Providing Security audit and certification through CERT-IN empanelled agencies shall be under the scope of work of this project
- **Ownership and Source Codes:** Complete source codes with comprehensive documentation - User Manual and Technical Manual has to be provided by the bidder to RBU on completion of the project. The entire software along with all the programs, contents and databases developed to achieve the desired functionality mentioned in the scope of work or any subsequent communication in this regard will be the sole property of RBU and RBU will have the Intellectual Property right of the same and no content of the same will be produced or used by the bidder for purposes other than RBU's website without the prior permission of RBU.
- **Copyright:** The bidder must not propose any technology which has an existing copyright not owned by the bidder. The designs, contents, procedures, workflows provided by RBU to the bidder during the development of the software will be the confidential documents, data and information of RBU and should not be reused or shared by the bidder for any other purposes except the development of the software for RBU only.
- **Confidentiality:** The bidder will maintain the confidentiality of data, information supplied, method of operation, procedures, etc. of the university. The bidder will be required to take appropriate actions in respect to its personnel to ensure the obligations of non-use and non-disclosure of confidential information.
- **Documentation:** Complete documentation on the Software - User Manual and Technical Manual has to be provided.
- At the time of installation and commissioning of any items/software/services, etc. mentioned in the NIT if it is found that some additional items/software/services, etc. are required to complete the configuration/installation to meet the operational requirement of the project which were not



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included – as per the technical specification then bidder will be required to supply/render such items/software/services, etc. to ensure the completeness of the project at no extra cost to Rabindra Bharati University.

- Apart from above, any item, software or services required for the completion of the project as per the requirement of the university shall be within the scope of work of this tender.

Software Modules:

The web-based software shall have the following modules:

1. Payroll and Pension
2. Finance, Budgeting & Concurrence
3. Bills and Payments
4. Cash Section Management
5. Employee Self Service Portals
6. Import/Export System, APIs, Plug-ins, etc. for Third-party Software Integration

1. Payroll and Pension Software Requirements

Requirements for Payroll and Pension Software module shall be but not limited to the following:

- A. The software should generate pay-slips and salary register, based on attendance, leaves, overtime, allowances, loans, advance, bonus, arrears, remunerations and other standard deductions like pension, insurance, PF, TDS/Income tax, P. Tax, etc. for all permanent, contractual, guest teachers/officers/staffs and daily-rated employees of the university
- B. Master Records
 - University Details
 - University Holidays
 - Bank Details
 - Leave Types Detail
 - Leave Rules
 - Professional Tax Details
- C. Employee Salary
 - User defined Salary Heads (not fixed in program but interface for user defined formula)
 - Professional Tax Slab (not fixed in program but interface for user defined formula)
 - Pay slip Generation with Email
 - Salary formula (not fixed in program but interface for user defined formula)
 - Create your own Salary Structures (not fixed in program but interface for user defined formula)
 - Final Settlement
 - Superannuation
 - PF Statement
 - Gratuity, Leave Encashment, Commutation of Pension
 - Tax Calculation



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- Online/Offline Tax Investment details submitted by Employees
 - Auto import Transfer Details (Shift / Department) from HR Module
 - Auto import Promotion Details (Post / Salary) from HR Module
- D. Loan and Advance Management
- Loans (PF Loan, Co-operative Loan, Festival Advance, Other loans)
 - i. Management of different loans given to employees
 - ii. User definable loan name
 - iii. Loan eligibility, max. loan amount and EMI that can be given to an employee
 - iv. Comparative statement of different loan options that can be opted by an employee
 - v. Automatic interest calculation for Loans with EMI option
 - vi. Provision of lump-sum loan recovery
 - vii. Pre-payment or partial payment and re-calculation of loan & EMI
 - viii. Auto/manual deduction from payslip till full recovery of loan
 - ix. Month-wise Breakup Report for installments deducted (Principle and Interest)
 - x. Last balance report for loans
 - xi. History of Loans with drill-down details for each employee
 - xii. Management of multiple loans through single deduction from salary
 - Advances and Imprest
 - i. Management of different advances given to employees
 - ii. User definable advance name
 - iii. User definable project name and time-period for which advance is required
 - iv. Submission of bills (online/offline) and Advance settlement
 - v. History of Advances with drill-down details for each employee
 - vi. Automatic Email alerts for Advance settlement, if pending after current financial year or project period
 - vii. Auto/manual deduction of unsettled Advance from payslip, if authorised by appropriate university authority
 - viii. List with details of pending Advance(s) against any employee
 - ix. Comprehensive list with details of Advance(s) pending against all employees
- E. Payroll Reports
- Salary Heads Detail
 - Salary Cheque Statement, Bank Statement
 - Monthly Salary Register
 - Salary Slip
 - Salary Statement Depositing in Bank
 - Bonus Details, Exgratia
 - Festival Advance Details
 - Other Advance Details
 - Salary Cash Statement
 - Bonus/Festival Advance Notice
- F. Taxation Reports
- Profession Tax Challans
 - Employees Yearly PF Contribution
 - Form-3 (For Professional Tax)
 - Employee's Monthly PF Contribution



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- PF Challans
 - TDS
 - PF Statements
 - Chart Report
 - Print/Email Tax Investment Notice, Declaration Form
- G. Salary Reports
- Bank Statement
 - Salary Sheet
 - Bank Transfer Statement
 - Online/Print Pay-slip
 - Last Pay Certificate and Pay-in Salary Certificate
 - Bank Recovering Statement
 - Salary Summary
 - Reimbursement Detail
 - Allowance (Deduction)
- H. Further requirements shall be elaborated to the successful bidder by the concerned departments/sections of the university at the time of requirement collection by the successful bidder.

2. Finance, Budgeting & Concurrence Requirements

Requirements for Finance, Budgeting & Concurrence module shall be but not limited to the following:

- A. Standard Finance, Budgeting & Concurrence activities of University under WB State Govt.
- B. Further requirements shall be elaborated to the successful bidder by the concerned departments/sections of the university at the time of requirement collection by the successful bidder.

3. Bills and Payments Requirements

Requirements for Bills and Payments module shall be but not limited to the following:

- A. Standard Bills and Payments activities of University.
- B. Further requirements shall be elaborated to the successful bidder by the concerned departments/sections of the university at the time of requirement collection by the successful bidder.

4. Cash Section Management Requirements

Requirements for Cash Section Management module shall be but not limited to the following:

- A. Standard Cash Section Management activities of University



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- B. Further requirements shall be elaborated to the successful bidder by the concerned departments/sections of the university at the time of requirement collection by the successful bidder.

5. Employee Self Service Portals Requirements

Requirements for Employee Self Service Portals module shall be but not limited to the following:

- A. A unified online interface should be provided for all employees to automate the manual application process for all applications like leave, CAS, promotion, etc.
- B. Further requirements shall be elaborated to the successful bidder by the concerned departments/sections of the university at the time of requirement collection by the successful bidder.

6. Import/Export System, APIs, Plug-ins, etc. for Third-party Software Integration

Requirements for Import/Export System, APIs, Plug-ins, etc. for Third-party Software Integration module shall be but not limited to the following:

- A. The software should provide tools and have provision for integrating its modules to the Document Management Software, Tally, and other software for smooth data-flow and MIS.
- B. Further requirements shall be elaborated to the successful bidder by the concerned departments/sections of the university at the time of requirement collection by the successful bidder.

III. Scope of Work under Annual Maintenance Contract

The Scope of work includes but not limited to:

1. Maintenance of the web-based software.
2. The bidder shall maintain the software and upgrade it, which includes design, development and content updating as and when required (available both in English and Bengali) based on latest technology as per the specific requirement of RBU. The updating would include up gradation of relevant modules as and when required by the university.
3. The software Maintenance would include all the modules, reports, APIs, interfaces, pages, databases, etc. designed and developed under this project, during the support period of one year after commissioning of the website and during the AMC period.
4. The bidder shall maintain the software so as to ensure its effective day to day operational usage.
5. Implementation of new changes in the application software as and when any new business rules and deployment, logic processes etc. comes into effect.
6. Development of new forms & reports of various modules as needed from time to time as required by the University.



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7. The Bidder shall generate additional reports and modify existing reports and queries, as per user's requirement.
8. The Bidder shall debug and fix the operational problems, perform error handling while running the Software on-site to the satisfaction of the university users.
9. The Bidder shall provide hands-on assistance to the users to resolve any operational doubts as and when needed while the Software is in operation.
10. The Bidder shall designate one of the onsite resources as Team Lead who will be single point contact for day-to-day maintenance and management of the applications.
11. The Bidder will be responsible for data integrity. The successful bidder will also identify the type & nature of data error and reports will be handed over to concerned users for correction and resubmission. Data to be corrected upon confirmation from the user(s).
12. Any Interface Software routines by which data is populated from any third-party/external software to this Software, the bidder shall provide the support maintenance to the Interface so as to make the Interface software compatible with both the database structure of this Software and the third-party/external software.
13. Fine tune the web pages to be responsive and independent of device, form factor, OS, etc.
14. Tuning and code changes for optimal performance.
15. Module Version Control of the Software.
16. Debugging & fixing of problems arising in the running software.
17. System and user documentation of the software.
18. Hand holding training to the end-users and systems personnel.
19. Development of Software/MIS software/Application program as per the requirement of RBU for the purpose of workflow and process automation
20. Developing of payment gateway for online payment transactions (as and when required).
21. Coordination with the Server Hosting Company (if university hires cloud server) for server related problems/issues.
22. Cyber audit from time to time when any modification/upgradation in coding/design is done and also any vulnerability is reported by the hosting agency.
23. **Certifications:** Providing the following certifications from appropriate authorities from time-to-time as and when required and whenever the previous certifications and/or audit report expires:
 - a. Security audit and certification through **CERT-IN** empanelled agencies.
24. Any other connected work depending upon the requirement of the university
25. Backend, Integration & Database Services:
 - a. Programming (Code Repair, New Codes, Repairing Broken Links)
 - b. Database Maintenance & Integration
26. The bidder shall be required to depute technical support staff namely - one qualified software programmer, at Rabindra Bharati University Campuses from 10.00 hours to 18.00 hrs whenever the university considers that the exigencies of work so require.



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IV. Procedure for Submission of Proposals

1. Eligible bidders are required to download the Tender Documents from the University website <http://www.rbu.ac.in>.
2. The bid shall contain technical information of the proposal, price bid and all documents required for the bid. **All the bid papers must be ink-signed and submitted.** The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and uncalled for correspondence shall not be entertained.
3. Bidders are required to submit the complete proposal along with annexures, etc. The proposal has to be signed in original by the Bidder. The proposal shall be exactly according to the formats given in the TENDER documents. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. Any additional information should be submitted separately. Modifications / reordering of formats shall not be acceptable. Each page of proposal document is to be signed and stamped by the Bidder clearly indicating that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally.
4. The Bidder is expected to read and examine carefully all instructions, forms, annexures, terms and specifications in the Tender Notice. The bid should be precise, complete and in the prescribed format as per the requirements detailed in this Tender Notice. All the pages comprising the bid shall be serially numbered. Failure to furnish all information required in the Tender Notice or submission of a bid not substantially responsive to the Tender Notice in every respect will be at the Bidders risk and shall result in rejection of the bid and forfeiture of Earnest Money Deposit (EMD), if any, such bidders may also be blacklisted and prohibited from participation in future purchases.

V. Bid Documents To Be Submitted

Bidder's proposals shall consist of the following documents maintaining the same serial:

1. Company's registered address, address in Kolkata, functional contact email address, phone number(s) and Fax number(s), etc.
2. Supporting documents that the bidder has its service support office in Kolkata for at least last FIVE YEARS.
3. Supporting documents that the organization is in business of design, development, installation, configuration and commissioning of web-based software in India for last FIVE YEARS.
4. Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has experience within last five years, in design, development, installation, configuration and commissioning of web-based software in renowned Indian organizations preferably universities and government organizations.
5. Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has executed work with similar complexity for at least two Central or State Government Universities or Central Government Institutes (like IIT, IIM, ISI, etc.) or Central / State Government Organizations in India within the last 2 years.
6. Client List and Letters of Satisfactory Performance from existing and previous clients from Central/State Government Universities, Central Government Institutes (like IIT, IIM, ISI, etc.) or Government Organizations in India.



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7. The Data sheets / Cross reference documents and technical documents of proposed equipments, software and technologies must be submitted.
8. Untampered copies of purchase orders and completion certificates of a similar nature of completed work having the minimum value of Rs.1,00,000/- in a single P.O. during last THREE YEARS prior to the date of issue of the tender notice
9. Completion certificate and purchase order from bidder's clients produced as credential should clearly indicate the description of works, value of contract, executed work value, date of award, actual date of completion etc. and name, address, telephone no. of the client.
10. Balance sheets and P/L Accounts (highlight the relevant portions with a highlighter pen) of the relevant periods certified by a Chartered Accountant mentioning the following:
 - a) The Bidder has Annual Turnover not less than **Rs. 30 Lakhs** during each of the last 3 (three) years (i.e., 2013-2014, 2014-2015 and 2015-2016).
11. Evidence of payment of tax for the last three years as and when due.
12. Attested copies of IT and ST clearance certificates.
13. Attested copies of PAN card and VAT registration certificates.
14. Attested copies of valid Trade License, Professional Tax Challan, W.B. VAT Registration Certificate, Service Tax & TIN documents.
15. Comprehensive company profile with Proposed Management Team and Organizational Chart.
16. Company's method for providing support service during the maintenance contract period.
17. Escalation matrix for support service.
18. **Original tender** as published online, duly filled, signed and stamped, is to be submitted, along with Bid documents.
19. **Datasheets & Reference Documents** of proposed products must be submitted along with the Bid.
20. **Annexure-I:** Bidder's Information, duly filled, signed and stamped, is to be submitted with the Bid.
21. **Annexure-II:** Application for tender.
22. **Annexure-III:** Letter of authorization in respect of the person authorized to interact with the university.
23. **Annexure IV:** An ink-signed declaration letter that the organization is not blacklisted by any reputed organization, PSU, University or Government organization or any OEM of the products proposed.
24. **Annexure V:** An ink-signed declaration letter for Confidentiality and Data Security.



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IV. Bill of Quantities (BOQ):

Quotations must be submitted in the following format.

S. No.	Description	Quantity (Q)	Rate/unit (in Rs.) (R)	Tax (in %)	Tax Amount (in Rs.) (T)	Amount (in Rs.) [A = Q x (R + T)]
1.	Software development, commissioning and training	1				
2.	SSL Certificate	1				
3.	Annual Maintenance of Software	1				
4.	Other charges, if any	1				

Note: The quantities mentioned above are for evaluation of bids. The ordered quantities of one or more items mentioned above may be increased or decreased or may not be ordered.

Finance Officer



RABINDRA BHARATI UNIVERSITY

56A, B.T. Road, Kolkata – 700050.

Ref. No.: IS/RBU/147/01/2017

Date: 09/01/2017

Annexure-I: Bidder's Information Format

S. No.	Required Information	Bidder Response
1	Name of the Firm /Company	
2	Year of establishment	
3	Type of Company (Govt./PSU/Public Ltd./ Partnership/Proprietary)	
4	Contact Details:	
	Address of registered office/Head Quarter	
	Contact person's Name	
	Designation	
	Phone Number(s)	
	Fax	
	E-mail	
5	PAN & TAN numbers and related details	
6	Service Tax Number & related details	
7	Number of years' experience (Organization's) in supply, installation and support of similar items. Documentary evidences submitted (P.O. Copy & Completion certificates) should be mentioned here.	
8	Annual Turnover for last 3 Financial Years (In separate ROW/LINE)	
	2015 – 2016	
	2014 – 2015	
	2013 – 2014	
9	Audited balance sheets submitted for above mentioned financial years? YES/NO	
10	Total manpower in customer support	
	Details of technical support/helpdesk	
	Phone number	
	E-mail	
	Contact person name	
	Contact person's mobile number	
11	List of prominent organizations where similar nature of projects executed in last three to six years (P.O. Copy & Job completion certificates to be enclosed)	

(Bidder's Signature with Seal)

Note: Annexure-I should be signed and submitted in bidder's letterhead along with the Bid.



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Ref. No.: IS/RBU/147/01/2017

Date: 09/01/2017

Annexure-II: Format for Application for Tender

Ref. No.:

Date:

To
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata - 700050.

Subject: Submission of bid for Design, development and commissioning of Software for Finance Department

Reference: Tender for Design, development and commissioning of Software for Finance Department
[Tender Ref. No.: IS/RBU/147/01/2017, dated 09/01/2017]

Sir,

Having examined the tender documents, I/we, the undersigned, offer to undertake the job of "Design, development and commissioning of Software for Finance Department" as per Tender Ref. No.: IS/RBU/147/01/2017, dated 09/01/2017.

I/We have read and understood the terms and conditions laid in the above mentioned tender and agree to abide by them and it shall remain binding upon me/us for acceptance at any time before the expiry of the bid validity period mentioned in the above tender.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)

(<Name>)

(<Designation>)

(<Company Name>)

Note: Annexure-II should be signed and submitted in bidder's letterhead along with the Bid.



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Ref. No.: IS/RBU/147/01/2017

Date: 09/01/2017

Annexure-III: Format for Authorisation Letter of Contact Person

Ref. No.:

Date:

To,
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata 700050.

Subject: Letter of authorization in respect of the person authorized to interact with the University

Reference: Tender for Design, development and commissioning of Software for Finance Department [Tender Ref. No.: IS/RBU/147/01/2017, dated 09/01/2017]

Dear Sir,

We hereby authorize <Name>, <Designation>, of <Bidder's Company name> to represent our company and sign the bid document, submit necessary documents, conduct negotiations etc. with respect to the above mentioned tender.

All the declarations given by him / her will be binding on the company.

The signature of <Name>, <Designation> is attested here below.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)
<Name>
<Designation>
<Company Name>

Note: Annexure-III should be signed and submitted in bidder's letterhead along with the Bid.



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Ref. No.: IS/RBU/147/01/2017

Date: 09/01/2017

Annexure-IV: Declaration Letter that the Organization is Not Blacklisted

Ref. No.:

Date:

To,
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata 700050.

Subject: Declaration letter that the organization is not blacklisted

Reference: Tender for Design, development and commissioning of Software for Finance Department
[Tender Ref. No.: IS/RBU/147/01/2017, dated 09/01/2017]

Dear Sir,

With respect to the above tender, I/We hereby declare that our organization has never been blacklisted by any reputed organization, PSU, University or Government organization or by any OEM of the products proposed in this tender and our bid. I/We understand and agree that if this declaration is not found to be true at any point of time in this tender process then our bid will be summarily rejected. I/We also understand and agree that if this declaration is not found to be true at any point of time after the award of purchase order, then the purchase order will be cancelled and the earnest money deposit and/or security deposit and/or the bank guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)

<Name>

<Designation>

<Company Name>

Note: Annexure-IV should be signed and submitted in bidder's letterhead along with the Bid.



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Ref. No.: IS/RBU/147/01/2017

Date: 09/01/2017

Annexure-V: Declaration Letter for maintaining confidentiality, privacy and security of university data and information

Ref. No.:

Date:

To,
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata 700050.

Subject: Declaration letter for maintaining confidentiality, privacy and security of university data and information

Reference: Tender for Design, development and commissioning of Software for Finance Department [Tender Ref. No.: IS/RBU/147/01/2017, dated 09/01/2017]

Dear Sir,

With respect to the above tender, I/We hereby affirm that our organization and our personnel will maintain the confidentiality of data, information supplied, method of operation, procedures, etc. of the university. I/we will take appropriate actions in respect to its personnel to ensure the obligations of non-use and non-disclosure of confidential information.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)

<Name>

<Designation>

<Company Name>

Note: Annexure-V should be signed and submitted in bidder's letterhead along with the Bid.



RABINDRA BHARATI UNIVERSITY

56A, B.T. Road, Kolkata – 700050.

Ref. No.: IS/RBU/147/01/2017

Date: 09/01/2017

Annexure-VI: Format for Unconditional Acceptance Letter (To be submitted by successful bidder after receiving P.O.)

Ref. No.:

Date:

To,
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata 700050.

Subject: Unconditional letter of acceptance against your Purchase Order for Design, development and commissioning of Software for Finance Department

Reference: Tender for Design, development and commissioning of Software for Finance Department [Tender Ref. No.: IS/RBU/147/01/2017, dated 09/01/2017]

Dear Sir,

With respect to the above, I/we hereby unconditionally accept the purchase order and its terms and conditions in its entirety for Design, development and commissioning of Software for Finance Department.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)

(<Name>)

<Designation>

<Company Name>

Note: Annexure-VI should be signed and submitted in successful bidder's letterhead **after receiving the purchase order.**