ASSAM SKILL UNIVERSITY

No ASU/IT/2021/13/166   **Dated Guwahati, the 29th December, 2023**

NOTICE INVITING TENDER

Sealed tenders are invited on behalf of Registrar, Assam Skill University Engagement of an Agency for development of Cloud-Based Online Admission Management Service. Documents can be seen/obtained from https://asu.ac.in/ and https://sppp.assam.gov.in/ from 29/12/23 (09:00 Hours).

- The last date of submission of tender document is 11/01/2024 Time: 14:00 Hours
- The bid will be opened on 11/01/2024 (14:30 hours) in the Assam Skill University 3rd Floor, DECT Complex, Rehabari, Guwahati- 781008, Assam"

The Tender Inviting Authority reserves the right to accept or reject any bid/tender, and to cancel/annul the bidding process and reject all bids at any time prior to contract award.

Sd/-
Registrar
Assam Skill University

ASSAM SKILL UNIVERSITY

No.ASU/IT/2021/13/165   **Date 29/12/23**

Bid Document for Engagement of an Agency for Cloud-Based Online Admission Management Service

1. Sealed tenders are invited to participate in the tender (**No ASU/IT/2021/13/165 dated 29/12/23**) for Engagement of Agency for Cloud-Based Online Admission Management System for Student Admission Process at Assam Skill University (ASU), Assam.

2. Details of the requirement is as follows:

Sl. No.	Name of Work (Website upgradation)	Qty (Nos)	Delivery Period	Place of Delivery
1.	Cloud-Based Online Admission Management System for Student Admission Process at Assam Skill University (ASU), Assam	1	30 Days from the issue of Work Order.	Assam Skill University (ASU), Assam

4. Bidding will be conducted through Competitive Bidding Method and procedures as specified in "The Assam Public Procurement Act, 2017" and "The Assam Public Procurement Rules, 2020".

5. The Bidding Documents will be available for download in the website https://asu.ac.in/ and https://sppp.assam.gov.in/ from 29/12/2023.

6. The Bids are to be submitted (by hand/post) following in one sealed envelope. The sealed covers shall be superscribed as given below:
"BID FOR Engagement of Agency for Cloud-Based Online Admission Management System" for Student Admission Process at Assam Skill University (ASU), Assam
Name & Address of the Bidder: <<name of the bidder>>
The last date of submission of tender document is 11/01/2024 Time: 14:00 Hours

7. Every page of the bid must be serially numbered, stamped and signed by the authorized representatives of the bidder, failing which, it is liable to be rejected.

8. The bid may be dropped in tender box addressing to "**Registrar, Assam Skill University, 3rd Floor, DECT Complex, Rehabari, Guwahati- 781008, Assam**"

9. The bidders are expected to examine all the instructions, formats, terms & conditions and specifications as given in this bidding document and accordingly prepare the bid. Failure in the part of the bidder to furnish all required information and document in the bid will be at own risk and may result in rejection of the bid.

10. The bids complete in all respect must reach the office of the Tender Inviting Authority not later than the date & time specified for submitting the same. In case, the date of submitting the tender is declared as holiday, then next working day will be treated as due date of tender submission.

INSTRUCTION TO THE BIDDER

1. The bidders must submit the signed bid application form as per Annexure A.

2. The bidders are required to quote their best rates for the item as per the format given in Annexure-D.

3. Selection of the successful bidder (i.e. L1 Bidder) will be based on the bids that has been determined to be substantially responsive and has offered the lowest evaluated price.

4. The winning bidder (L1 bidder) shall be issued Work order by the Tender Inviting Authority.

5. To be eligible the bidder should submit the following documents.

    i. have been in business for at least Three (03) financial years (i.e., 2022-23, 2021-22, 2020-21). (trade license/registration/incorporation certificate or equivalent)
    ii. have proven experience of successfully completed at least 3 similar natures of services in the last 3 financial years (Attach Work completion certificate/contract/Work Order etc).
    iii. submit turnover certificate for last three financial years as per Annexure C.
    iv. GST registration certificate
    v. PAN card

6. Bidder must quote all items otherwise bid will be treated as non- responsive.

7. Any over-writing, over-typing or erasing of figures or words in the bid which render it doubtful and ambiguous are not allowed and shall render the same invalid.

8. Hypothetical or conditional bid will not be entertained. Bids shall not be allowed to be withdrawn or altered after due date of submission.

9. The bidder shall quote rates both in figures and words. In case of any discrepancy, the figures mentioned in words will be considered.

10. All the pages of bid including the documents submitted therein must be duly signed and stamped failing which the offer shall be liable for rejection.

11. Each bidder has to certify that all the terms and conditions are acceptable to him.

12. The bid shall remain valid for a period of 90 days from the due date of submission. The bidder shall not be entitled during the said period of 90 days to revoke or cancel its tender or to vary the tender or any terms thereof. **Additionally, prices quoted for AMC and Development and installation of exiting *asu.ac.in* website should be valid for 1 year from the bid submission date.**

13. The Assam Skill University, in its discretion, reserves the right to reject or accept any or all the tenders, partly or completely, at any time without assigning any reason thereof.

14. The Assam Skill University reserves the right to seek clarification or verification of any information furnished by the bidder.

15. The rates quoted by the bidder, if found to be unreasonable or unrealistic, then the bid shall be liable for rejection, even if it is the lowest.

16. The bidder shall give an undertaking (as per Annexure 'B') that it is not currently blacklisted and its business dealings with Central/ State Government/ Public Sector

units/ Autonomous bodies is not currently banned/ terminated on the account of poor performance.

17. **Bid Evaluation:**

1. Bids determined to be substantially responsive to this tender will be evaluated by comparison of their offer prices. All prices as mentioned in Annexture D (sl. no 1 to sl. No 5) will be considered while doing price comparison during evaluation.
2. A quotation is not substantially responsive if it contains deviations or reservations to the terms, conditions, and specifications in this tender.
3. In evaluating the bids, the Purchaser will adjust for any arithmetical errors as follows:

   where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and

   where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

4. If you refuse to accept the correction, your quotation will be rejected.

18. **Award of contract:**

The Purchaser will award the contract to the bidder whose bid has been determined to be substantially responsive and who has offered the lowest evaluated bid price.

Work order will be issued only for the item sl. No 1 and sl. No 2 initially.

Work order for AMC and/or "Development and installation of exiting asu.ac.in website" may be issued subject to satisfactory performance in sl. No 1 and sl. No 2.

a) Notwithstanding the above, the Purchaser reserves the right to accept or reject any bids and to cancel the bidding process and reject all bids at any time prior to the award of contract.
b) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the bid validity period. The terms of the accepted offer shall be incorporated in the supply order.

19. **Payments:**

a) All taxes (including GST, etc.) shall be dealt with as per the Govt. laws.
b) No advance payment will be considered.
c) The 90% of the contract amount will be paid once the website upgradation including training and translation gets completed successfully.

d) Remaining 10% of the contract amount will be paid after successful completion of the one-year warranty service period.

20. **Testing:**

The system will be thoroughly tested for errors and bugs before every delivery using the test data generated by the vendor.

21. **Documentation and Training:**

Detailed user manual of the system needs to be provided during the final delivery of the system. Training the staff of ASU and other stakeholders suggested by ASU for effective implementation of the system needs to be given as a part of the handover process

22. **Delivery Timelines:**

The estimated timeline for the delivery of the system with all detailed features is 30 Days from the date of issuance of work order and is subject to any revisions or updates if competent authority agreed so.

Activity Schedule and Technical Specification

Following are some overviews of the activities/functionalities that the web system of Assam Skill University should be equipped with:

1) **Application Management Dashboard Module:** The system should have admin users and other staff access to manage the data and perform the necessary operations like report generating, screening the process, making applicant/student database etc.

2) **Applicant Registration/ Log In:** New students should be able to register themselves using their mobile number and email ID with captcha. OTP will be sent to the mobile number and email ID to verify the identity of the new registration. The new student will be able to set a password as well which should meet password complexity for security. The new student will also be able to retrieve the password if he or she misplaces the same. After registration, the user will be able to login using OTP as well as using his or her password along with captcha.

3) **Unique Application ID with Barcode:** Each application should have a Unique Application ID with Barcode.

4) **Data Filling with Custom Field:** The system may need to have slightly different admission forms for each department. So, for that process should have that provision while envisioning the system architecture to accept custom field.

5) **Document Upload:** The admission form should be enabled to upload of documents in PDF, JPEG etc. Also, must ensure that the aspect ratio and size of the image is optimal.

6) **Online Admission Fee Payment:** The system should be equipped with payment gateway with multiple payment modes including credit/debit cards, UPI, Net-Banking etc. The fee payment status should be available in the dashboard and notified to the applicant also.

7) **Print Provision of Application:** Applicant and the administrator should be able to save/download the PDF of the filled up/signed form and print the same.

8) **Server Hosting & Storage Space Requirement (Cloud Based Storage):** The system should be equipped with required server space to speed up the hosting process. In addition, should have enough storage space for storing the content as well for regular backup. Also, must be share the credentials.

9) **Process Should be Encrypted:** The whole process must be encrypted for safety as well as data privacy and integrity. Also, must be equipped with latest security threads and update certificates, plugins etc. regularly whenever required.

10) **Search Engine Optimization (SEO):** The system should need to be indexed by updating sitemap, metadata etc. in the popular search engines like Google and Microsoft Bing for better search result.

Sl. No.	Components	Detailed Specification
1	**Admission Portal:**	➤ Attractive, responsive, user friendly and dynamic design, optimization for viewing in desktop, mobile and tablet. ➤ Secured Web Hosting with required hosting space and bandwidth & Domain **(admission.asu.ac.in)** registration in the name of university at least for one year. ➤ Service Provider should ensure minimum required Server uptime and should be available for prompt service. ➤ At least One-year annual warranty service. ➤ Unlimited tabs and page creation as per requirements with unlimited content upload. ➤ LINUX/WINDOWS hosting environment with 3-layer security and having at least 1 year of SSL certificate. ➤ All the URL of the Landing Pages/subsequent pages, etc. should be SSL certified. ➤ Auto backup of database at desired interval. ➤ Special window for "Say no to Ragging" as per strict UGC guidelines. ➤ Guided and customized service towards complete admission process in different courses of the University as per rules and regulations with maximum Peak Load Expected. ➤ Real-time viewing dashboard for both Institute Users and Students/Applicants. ➤ Generation of real-time information to Institute users for all the transactions such as Enquiry/Lead/User Registration, Application Submission, Payment Submission, etc.

2	Admin Panel:	➢ Super admin, admin panel and multiple user creation with different access right, login with secure passwords encryption.
		➢ Provision of Data Masking, Data Privacy for University users. Super Admin should have the rights to limit the access of each user on the go.
		➢ Admin dashboard with the desired reports and filters.
		➢ Adding/editing subject/course/subject combination with respective seat capacity/fees/eligibility criteria/student category/any other customized field.
		➢ Creation/mapping of Academic Session, courses with subject combination within the provision of university.
		➢ Provision of Implementation of all rules and regulations for Application, Counselling and Admission within the provision of university.
		➢ Provision of publication of different notifications, prospectus, etc. related to admission as required to the Applicant panel as well as in the portal.
		➢ Auto validation and verification of forms in conformity with eligibility criterion.
		➢ Scrutinize applications and perform actions to change the status of the application like Approve/Reject/On Hold/Send for Correction etc.
		➢ Ability to set Start dates and End dates for online applications for Candidates on Application Submit, Edit and Login actions.
		➢ The user administrator should be able to set deadlines for last date of filled up the form and payment for acceptance using a simple user interface.
		➢ Provision of a Super Admin login-based interface for admission office that allows making any correction in the application form already filled by the applicant with case log facility.
		➢ Powerful search engine for searching and listing of application (using basic and advanced search criteria. Option to download such selected data in bulk)
		➢ Auto generation and publication of merit lists subject-wise, category-wise and student category-wise as per provided schedule.

		➤ Provision of monitoring of online counselling and admission of eligible candidates with facility of admission booking via Applicant's panel subject to seat capacity and reservation rules.
		➤ Provision of approving admission and online fee collection for eligible candidates.
		➤ Provision of repeat merit list, seat switching among equivalent reserved categories for de-reservation process.
		➤ Live application and admission status tracking and real time report generation/displaying graphical statistics in pre-defined and user-defined formats.
		➤ Provision of real time validation and reconciliation of online payments between bank, payment gateway and portal.
		➤ Generation of Statement of Candidate wise Application/Admission fees collection, with customized segregations.
		➤ Provision of online/offline document verification and admission validation.
		➤ Different searching, sorting, and filters options to be present in admin and user login accounts.
		➤ Provision of sending customized bulk letter/e-mail/SMS to the selected candidates.
		➤ Provision to download Images/Signature/Payment reconciliation details in bulk of the applicants.
		➤ Provision of importing admitted students' data to the existing database of the University.
		➤ Fully integrated multi-user system with full protection against unauthorized access (only the concerned authority or user should see the relevant data); access permission at all levels; role-based authentication and access at various levels such as application, module, form, and fields.
		➤ Only authorized users should have access to the system. As such, the system should therefore have the ability for the specification of who will have access to which functions.
3	**Online Registration/ Application Module**	➤ Designing and developing of online registration/application form with unique Registration/ Application ID with barcode.

- Prospective student's registration and subsequent login with user ID/password/OTP validation through email and mobile. Ability to generate unique login ID, Password, and application ID as per the University nomenclature, for an applicant.
- Disability of multiple user registration for same mobile number and/or email. It should be based on a single user sign-on will be essential.
- Any candidate who has not paid the application/program fees should not be allowed to submit the application form.
- Payment module for online application fees collection (through Payment gateway module of the University) with restriction of form printing without payment.
- Multiple submission of application for admission in different programs and selection of multiple subjects against same Registration ID with separate Application Number and fees.
- Allowing registered applicants to enter and edit basic and academic data and with uploading scanned copies of signature/photograph/required documents with online automatic resizing facility under dedicated quality check processes to ensure the photographs and/or signatures are in proper format and readable for necessary use using a Menu-based Applicant panel system.
- The Application registration module should be enabled with the Advance Form Auto Saved feature before the final submission to avoid any loss of data due to any Internet/System/Electricity failure.
- Step wise automatic validation/restriction of the fields of the application form as per rules and regulations.
- Real-time viewing dashboard for errors & data-input by applicants during the process of form fill-up.
- Compact single page (A4 size) Application form with Unique Applicant id, Application number and BAR Code facility including printing, download and mailing options in PDF format.
- Course wise Applicants list, Generation, and printing of various reports through the admin panel in CSV, Excel, PDF format as per University's specification.

		➤ Processing of the application form, generation of provisional merit list, rectification at admin end and publication of general/ category wise merit list. ➤ Generation of the report for all the transactions such as online submission of the form, payment details email with date and time etc. ➤ Ability to identify and download reason for transaction failure, payment failure records, along with the corresponding cause and act accordingly.
4	**Cloud Server**	➤ Free SSL Certificate ➤ 6 CPU Cores ➤ 6 GB RAM ➤ Unmetered† SSD Disk Space ➤ Unmetered† Bandwidth ➤ Unlimited Email Accounts ➤ Free cPanel ➤ 1000 GB Storage

5	**Payment Gateway**	➤ 24/7 Support
		 ➤ Multiple Payment Options
		    a) Net Banking
		    b) Credit/Debit Card
		    c) UPI
		    d) Wallet
		    e) EMI

BID APPLICATION

(To be filled in by the bidder with reference to Notice Inviting Bid for awarding of contract for Cloud-Based Online Admission Management System" for Student Admission Process at Assam Skill University (ASU))

1.	Name of the bidder with address	:	
2.	Name of the contact person (with Telephone No./ Mobile No./ Fax No. and e-mail ID)	:	
3.	GST No. (self-certified copy to be attached)	:	
4.	PAN No. (self-certified copy to be attached)	:	
5.	Copy of up-to-date Trade license from the competent authority	:	
6.	Whether all the terms & conditions of NIT are agreeable	:	Yes/No
7.	Undertaking form for blacklisted/ banned by any Government Department/ Public Sector undertaking/ Autonomous Body	:	As per Annexure-B
8.	Turnover Statement	:	As per Annexure-C
9.	Financial Bid	:	As per Annexure-D

Signature with seal
Bidder/Authorised Signatory

Date:
Place:

DECLARATION

I/ We ……. participating in the tender (Ref No………………Date…...) for Cloud-Based Online Admission Management System for Student Admission Process at Assam Skill University (ASU) do hereby declare that:

a) I/ We qualify to participate in the bidding process as per the terms and conditions mentioned in the bidding document.

b) I/ We have not been blacklisted or debarred from participation in the bidding process by any government department/institution/body or by public sector undertaking that is currently in force.

Date :

Signature of the Bidder/ Authorized Signatory with Seal

Name…………………………………………….

TURNOVER DURING LAST THREE FINANCIAL YEARS

Name of the Bidder:
Tender Reference No.

(Amount in Rupees)

Sl. No.	Financial Year	Gross Turnover (As per the Audited Statement of Accounts)	Supporting Document
1	2020-21		Self-attested copy of Audited Statement of Accounts to be enclosed.
2	2021-22		**do**
3	2022-23		**do**
	Total		
	Average Annual Turnover		

Signature of the Bidder/Authorised Signatory
Name: ………………………………………………….

PRICE BID

Name of Item/Work:	Cloud-Based Online Admission Management System
Ref. no:	
Dated:	

Sl. No.	Description of Item	Qty.	Price#
1	**Admission portal design and development cost***	1	
2	**Server Hosting Storage Cost***	1	
Total Basic Price:			
GST:			
Grand Total:			
3	**AMC Rate for both sl. No 1 & sl. No 2 (Rate of AMC after the Warranty Period) for 1st year (excluding tax) ** **		
4	**AMC Rate both sl. No 1 & sl. No 2 (Rate of AMC after the Warranty Period) for 2nd year (excluding tax) ** **		
5	**Development and installation of exiting *asu.ac.in* website (excluding tax) ** ** **(Valid for 1yr from Bid Submission Date)**		

*The price shall include the cost of one year warranty service.

** Issuance of work order for AMC and/or Sl. No 5 is subject to satisfactory performance in sl. No 1 and sl. No 2.

#All prices as mentioned in sl. no 1 to sl. No 5 will be considered while doing price comparison during evaluation process.

Signature of the Bidder/Authorised Signatory

Name: ………………………………………………….